Cisco Desktop Collaboration Experience DX600 Series User Guide, Release 10.0(1)

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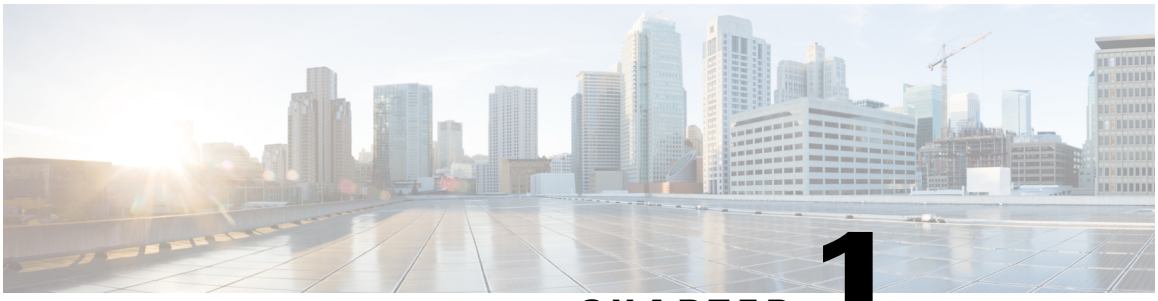


CHAPTER 1

Phone features

This chapter outlines the features of the Cisco Desktop Collaboration Experience DX600 Series phones.

- Buttons and hardware, page 1
- Setup Assistant, page 7
- Android, page 8
- Energy savings, page 16
- Cleaning, page 17

Buttons and hardware

This section describes the phone buttons and hardware.

Cisco Desktop Collaboration Experience DX650 buttons and hardware

This figure identifies the important parts of the phone.

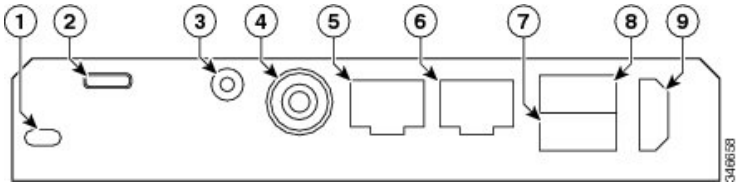
Table 1: Phone buttons and hardware

	Item	Description
1	Privacy shutter slide switch	Slide the switch to open or close the camera shutter.
2	Camera	Front-facing camera for video calls.
3	Phone screen	Shows phone features.
4	Keypad	Allows you to dial phone numbers.
5	microSD card slot	Allows you to connect a microSD card.
6	Lock button	Locks the phone screen, restarts the phone, or turns the phone on and off.
7	Transfer button	Transfers a call.
8	End call button	Ends a call.
9	Hold button	Places a call on hold, or resumes a held call.
10	Conference button	Creates a conference call.
11	Volume button	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).

	Item	Description
12	Speaker button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
13	Stop Video button	Toggles video on or off. When video is stopped, the button is lit.
14	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
15	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
16	Handset with light strip	Indicates an incoming call or new voice message.

Phone cable installation

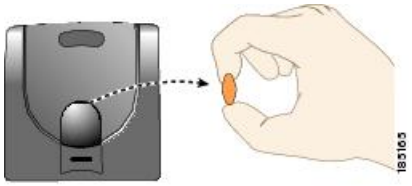
See the following figure and table to connect your phone.



1	Kensington Security Slot	6	Computer port
2	microUSB port	7	Auxiliary port
3	Line in/out port	8	USB port
4	Power port	9	HDMI® port
5	Network port		

Hookswitch clip removal

Some phones ship with a clip to secure the hookswitch. Before you use your phone, remove the hookswitch clip (if present) from the cradle area. With the clip removed, the hookswitch lifts slightly when you pick up the handset.



TAPS registration

Tool for Auto-Registered Phones Support (TAPS) is used either for a new phone or to replace an existing phone. To register with TAPS, pick up the handset, enter the TAPS extension that your system administrator provides, and follow the voice prompts. You may need to enter your entire extension, including the area code. After your phone displays a confirmation message, hang up. The phone restarts.

Handset

The following table describes how to use the handset.

If you want to...	Then...
Use the handset	Lift it to go off-hook; replace it in the cradle to go on-hook. The ringing line is selected automatically. Contact your system administrator for the options to select the primary line each time.
Switch to the speakerphone or headset during a call	Press or , then hang up the handset.
Adjust the volume level for a call	Press during a call or after invoking a dial tone.

Headset

You can use a wired headset with your phone. You can also use a wireless headset with the wireless headset remote hookswitch control feature.

You can use a headset with all the controls on your phone, including and .

However, if you use a wireless headset, refer to the wireless headset documentation for instructions.

If you want to...	Then...
Toggle headset mode on and off	Press .
Switch to a handset	Lift the handset.
Adjust the volume level for a call	Press during a call or after invoking a dial tone.

If you use AutoAnswer, see AutoAnswer with headset or speakerphone, on page 6.

Headset support

Although Cisco performs limited internal testing of third-party headsets for use with the Cisco DX600 Series phones, Cisco does not certify or support products from headset (or handset) vendors.

Cisco recommends the use of good-quality headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of the headsets and their proximity to other devices such as mobile phones and two-way radios, some audio noise or echo may still occur. An audible hum or buzz may be heard by either the remote party or by both you and the remote party. A range of outside sources can cause humming or buzzing sounds : for example, electric lights, electric motors, or large PC monitors.

Note In some cases, use of a local power cube or power injector may reduce or eliminate hum.

Because of the environmental and hardware inconsistencies in the locations where Cisco DX600 Series phones are deployed no single headset solution is optimal for all environments.

Cisco recommends that customers test headsets in their intended environment to determine performance before they make a purchasing decision and deploy on a large scale.

Audio quality

Beyond physical, mechanical, and technical performance, the audio portion of a headset must sound good to the user and to the party on the far end. Sound quality is subjective and Cisco cannot guarantee the performance of any headsets. However, a variety of headsets from leading headset manufacturers perform well with Cisco DX600 Series phones. For details, see the headset documentation.

3.5 mm headsets

You can plug a 3.5 mm headset into the headset port at the back of your phone.

Some headsets may have hardware incompatibilities with the phone, including pinout, microphone voltage, and device control functionality. Headsets with an incompatible or nonexistent microphone generally can be used with the phone built-in microphone for voice calls.

Wireless headset

Cisco DX600 Series phones support wireless headsets. Refer to the wireless headset documentation for information about using the wireless headset remote features. Also, check with your system administrator to be sure that your phone can use a wireless headset with the wireless headset remote hookswitch control feature.

Speakerphone

If the handset is in its cradle and is not lit, many actions that you take to dial a number or answer a call trigger speakerphone mode automatically.

Speakerphone is unavailable while headphones, or a headset with an incompatible microphone, are plugged in.

If you want to...	Then...
Toggle speakerphone mode on or off	Press .
Switch to a handset	Lift the handset.
Adjust the volume level for a call	Press during a call or after invoking a dial tone.

AutoAnswer with headset or speakerphone

When AutoAnswer is enabled, your phone answers incoming calls automatically after a few rings. Your system administrator configures AutoAnswer to use either the speakerphone or a headset. You may want to use AutoAnswer if you receive a high volume of incoming calls.

If you...	Then...
Use AutoAnswer with a headset	Keep headset mode active (in other words, keep lit), even when you are not on a call. To keep headset mode active, perform the following actions: • Press **EndCall** to hang up. • Press **New Call** or **Dial** to place new calls. If your phone is set up to use AutoAnswer in headset mode, calls are automatically answered only if is lit. Otherwise, calls ring normally and you must answer them manually.
Use AutoAnswer with the speakerphone	Keep the handset in the cradle and headset mode inactive (unlit). Otherwise, calls ring normally and you must answer them manually.

Note AutoAnswer is disabled when the Do Not Disturb feature is active.

Camera

Slide the privacy shutter slide switch to open or close the camera shutter.

The camera can only be used by one application at a time. If you launch another application that requires use of the camera while you are on a video call, that application may crash.

While an external camera is connected, it becomes the default camera for the phone application. Other applications continue to use the internal camera.

Related Topics

External camera, on page 123
Video calls, on page 24

Phone cable lock

You can secure the phone to a desktop with a laptop cable lock. The lock connects to the security slot on the back of the phone, and the cable can be secured to a desktop.

The security slot can accommodate a lock that is up to 20 mm wide. Compatible laptop cable locks include the Kensington laptop cable lock and laptop cable locks from other manufacturers that can fit into the security slot on the back of the phone.

Setup Assistant

Use the Setup Assistant to set up the following:

- Email
- Jabber IM
- WebEx
- Visual Voicemail

The Setup Assistant runs automatically the first time that you use your Cisco DX600 Series phone. If you choose not to use the Setup Assistant, you can set up these applications through the Settings application. Launch the Settings application from the Applications menu.

Note Some users find it easier to enter complex passwords with a standard keyboard, rather than the onscreen keyboard. For information about using a standard keyboard with your phone, see USB keyboard and mouse, on page 124.

Set up applications

Procedure

Step 1 Tap **Email** and follow the on-screen instructions.

Step 2 Tap **Jabber IM** and follow the on-screen instructions.

Step 3 Tap **WebEx** and follow the on-screen instructions.

Step 4 Tap **Voice Messages** and follow the on-screen instructions.

Related Topics

Email, on page 86
Jabber IM, on page 93
WebEx, on page 99

Android

This section describes the basic Android™ features on your phone.

Gestures

Android includes some basic gestures.

Gesture	Action
Tap	Use your fingertip to press the touchscreen. **Note** Using other objects can damage the display. Be aware that tapping a phone number can cause the phone to dial the number.
Tap and hold	Long press.
Swipe	Tap and move.
Drag	Tap and hold, then move.
Double-tap	Two taps in quick succession.
Pinch open	Tap with two fingers, then move your fingers apart.
Pinch close	Tap with two fingers, then move your fingers together.

Lock screen

The Lock screen is displayed when the phone is locked (inactive).

The Lock screen displays the date and time, the number of unread email messages, the number of recently missed calls, the number of new voice messages, and the number of upcoming events for the next 24 hours.

Note The number of unread email messages, and the number of upcoming events, are displayed only if you have configured a Microsoft Exchange account.

Use a PIN or password to unlock your phone. Your PIN or password is stored on the phone, and it is not the same as a PIN or password for any other service.

You can set the amount of time that your phone can be inactive before the screen locks. Your system administrator may disable the screen lock during your work hours.

By default, the home screen is displayed when you unlock your phone. You can configure your phone to unlock to the phone application.

Related Topics

Awake to Phone application, on page 10

Unlock screen

Procedure

Step 1 Enter your PIN.

Step 2 Press # or tap **Unlock**.

Place emergency call from Lock screen

Procedure

Tap **Emergency call**.

Add PIN

Procedure

Step 1 When you are prompted to set a PIN or password, tap **Ok**.

Step 2 Tap **PIN**.

Step 3 Enter a PIN and tap **Continue**. Your PIN must be at least four digits.

Step 4 Enter your PIN again and tap **OK** to confirm your PIN.

Add password

Procedure

Step 1 When you are prompted to set a PIN or password, tap **Ok**.

Step 2 Tap **Password**.

Step 3 Enter a password and tap **Continue**. Your password must be at least four characters.

Step 4 Enter your password again and tap **OK** to confirm your password.

Reset lost PIN or password

Procedure

Step 1 Tap **Forgot PIN** or **Forgot Password**.

Step 2 Select a Cisco Unified Communications Manager or Google™ account and enter your credentials. You can only select an active account.

Step 3 Reset your PIN or password. Your phone is now unlocked and your new PIN or password is ready to use.

Awake to Phone application

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Tap **Security**.

Step 4 Tap **Default App**.

Step 5 Select **Awake to phone app**.

Cisco Extension Mobility

Cisco Extension Mobility allows you to configure any Cisco DX600 Series phone as your own temporarily. After you sign in to Extension Mobility, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your system administrator must configure Extension Mobility for you, otherwise Extension Mobility is not available on your phone.

The Extension Mobility Change PIN feature allows you to change your PIN from the Settings application.

Tips

- Extension Mobility automatically signs you out after a certain amount of time. Your system administrator establishes this time limit.
- Changes that you make to your Extension Mobility profile from your Cisco Unified Communications Manager User Options web pages take effect immediately if you are signed in to Extension Mobility on the phone; otherwise, changes take effect the next time you sign in.
- Changes that you make to the phone from your User Options web pages take effect immediately if you are signed out of Extension Mobility; otherwise, changes take effect after you sign out.
- Local settings that your phone controls are not maintained in your Extension Mobility profile.
- The data and applications of other users are not available to you when you sign in to Extension Mobility.
- Your phone deletes unused data after a certain length of time.

Sign In to Extension Mobility from Lock screen

Procedure

Step 1 Tap **Sign In As New User**.
Step 2 Enter your user ID and PIN, provided by your system administrator.
Step 3 If prompted, select a device profile.

Sign in to Extension Mobility from Settings

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Tap **Extension Mobility**.
Step 4 Tap **Sign In**.
Step 5 Enter your user ID and PIN.
Step 6 Tap **Submit**.

Sign Out of Extension Mobility from Lock screen

Procedure

Tap **Sign Out**.

Sign Out of Extension Mobility from Settings

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Tap **Extension Mobility**.
Step 4 Tap **Sign Out**.

Set screen timeout

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Tap **Security**.
Step 4 Tap **Automatically Lock**.
Step 5 Select the length of time that your phone can be inactive before the screen locks. Note that your security settings may limit your screen timeout choices.

Home screen

The home screen uses a landscape orientation. Place widgets and shortcuts anywhere on the home screen.

Status bar

The status bar is at the bottom of the screen. The status bar includes:

- Navigation icons
- Notification icons for applications such as the phone, email, and Jabber IM
- Status icons for network connections

Tap a notification icon or status icon to see more detailed information.

Navigation icons

Table 2: Navigation icons

	Back	Tap **Back** to go to the previous page or application., or to dismiss the on-screen keyboard.
	Home	Tap **Home** to view the home screen.
	Phone	Tap **Phone** to launch the phone application.
	Recents	Tap **Recents** to view the list of recently used applications.

Applications menu

Tap to display the full collection of installed applications.

Work spaces

Multiple work spaces are available for you to set up. Each work space holds a variety of widgets and shortcuts in any configuration.

Navigate work spaces

Procedure

Swipe left or right on an open space on the home screen to go to the work space to the left or to the right.

Widgets

Widgets are small applications that you can place on the home screen. Widgets provide at-a-glance information and some functions from full applications.

The following table describes some of the widgets that your phone includes:

Table 3: Widgets

Calendar	Display upcoming events.
Contacts	Display an icon for one of your contacts. Tap the icon to open the Quick Contact Badge for that contact.
Digital clock	Display a digital clock.

Direct Dial	Display an icon for one of your contacts. Tap the icon to call that contact.
Email	Display recent email messages.
Favorites	Display your favorite contacts.
Phone	Display all recent calls, missed calls, messages, or speed dials.
Phone features	Toggle these features on or off: Forward All, Privacy, Do Not Disturb, Mobility and Self-View.
WebEx	Display upcoming WebEx meetings.

Set up home screen

Add applications, widgets, and folders, or change your wallpaper to set up your home screen.

Add application icon to home screen

Procedure

Step 1 Tap .

Step 2 Tap and hold an application.

Step 3 Drag the application icon to an empty space on any of the home screen work spaces.

Add widget to home screen

Procedure

Step 1 Tap .

Step 2 Tap **Widgets**.

Step 3 Tap and hold a widget.

Step 4 Drag the widget to an empty space on any of the home screen work spaces.

Move widget or icon

Procedure

Drag the widget or icon to an empty space on the home screen. Drag a widget or icon to either side of the screen to place the widget or icon on another work space.

Remove widget or icon

Procedure

Step 1 Tap and hold the widget or icon.

Step 2 Drag the widget or icon up to **Remove**. The widget or icon is deleted and **Remove** disappears.

Change wallpaper

Procedure

Step 1 Tap and hold an open space on the home screen.

Step 2 Tap **Wallpapers**.

Step 3 Select a wallpaper.

Quick Contact Badge

The Quick Contact Badge allows you to communicate with your contacts from within several applications and in a variety of ways. Use the Quick Contact Badge to place a call, send an email message, send an instant message (IM), or start a WebEx meeting.

Note Other options may be available on the Quick Contact Badge, depending on which applications you have installed.

Tap a contact icon to open the Quick Contact Badge.

The following image shows the Quick Contact Badge:

Share menu

Some content, such as URLs, contacts, and photos, can be shared with Bluetooth, email, Jabber IM, and other applications through the Share menu. In any application that supports the Share menu, tap **Share** to view the sharing options.

On-screen keyboard

An on-screen keyboard pops up automatically when you select a text input field.

Energy savings

Your phone supports the Cisco EnergyWise program. Your system administrator may set up sleep (power down) and wake (power up) times for your phone to save energy.

If your phone is scheduled to sleep, the Lock button begins to blink 10 minutes before the scheduled sleep time.. If your system administrator enables audible alert, you hear your ringtone play. The ringtone plays according to the following schedule:

- At 10 minutes before power down, the ringtone plays four times.
- At 7 minutes before power down, the ringtone plays four times.
- At 4 minutes before power down, the ringtone plays four times.
- At 30 seconds before power down, the ringtone plays 15 times or until the phone powers down.

If your phone is inactive (idle) at the sleep time, a message reminds you that your phone is going to power down. To keep the phone active, tap the screen or press any key on the phone.

If your phone is active (for example, on a call), your phone waits until it has been inactive for a period of time before it notifies you of the pending power shutdown. Before the shutdown happens, a message reminds you that your phone is going to power down.

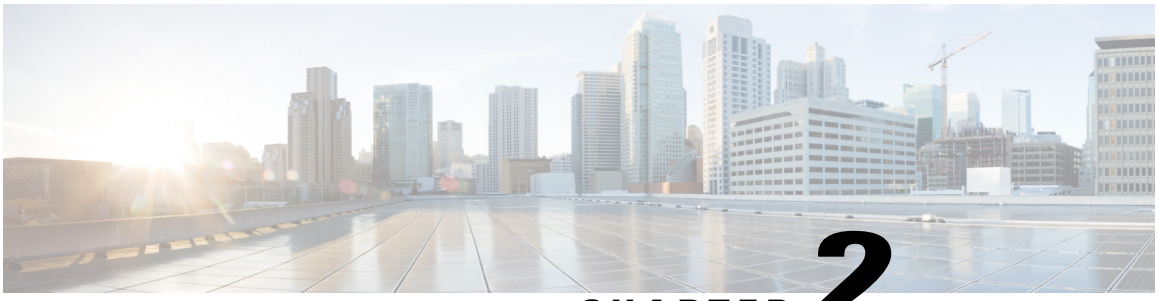
At the scheduled time, your phone powers up. To wake up the phone before the scheduled time, press .

Wake and sleep times are linked to the configured days that you normally work. If your requirements change (for example, your work hours or work days change), contact your system administrator to adjust your phone settings.

For more information about EnergyWise and your phone, contact your system administrator.

Cleaning

Use only a soft, dry cloth to wipe the touchscreen. Do not use any liquids or powders on the phone, because they can contaminate phone components and cause failures.



CHAPTER 2

Calling tasks

You can use a range of features and services to perform basic call-handling tasks. Feature availability can vary; contact your system administrator for more information.

- Common call tasks, page 19
- Advanced call tasks, page 27

Common call tasks

Here are some easy ways to place a call on your phone.

Tips

- You can dial on-hook, without a dial tone (predial). To predial, enter a number, then go off-hook by lifting the handset, by tapping **Dial**, or by pressing or .
- When you predial, your phone tries to anticipate the number that you are dialing by displaying matching numbers (if available) from your call history. This feature is called Auto Dial. To call a number that is displayed with Auto Dial, tap the number, or scroll to it and go off-hook.
- If you make a mistake while dialing, tap **Delete** to delete digits.
- If parties on a call hear a beep, the call may be monitored or recorded. Contact your system administrator for more information.
- You can start or stop a recording by tapping **Record**.
- Your phone may be set up for international call logging, as indicated by a plus (+) symbol on the call history, redial, or call directory entries. Contact your system administrator for more information.

Answer call

You can answer a call by lifting the handset, or you can use other options if they are available on your phone.

If you want to...	Then...
Answer with a headset	Press if it is not lit. Or, if is lit, tap **Answer**. **Note** The phone selects the ringing line automatically. For the option to select the primary line each time, contact your system administrator. If you are using a wireless headset, refer to the wireless headset documentation.
Answer with the speakerphone	Press , or tap **Answer**. **Note** The phone selects the ringing line automatically. For the option to select the primary line each time, contact your system administrator.
Switch from an active call to answer a new call	Tap **Answer**.
Answer by using call waiting	Tap **Answer**.
Send a call to a voice message system	Tap **Divert**.
Autoconnect calls	Use AutoAnswer.
Retrieve a parked call on another phone	Use Call Park, Directed Call Park, or Assisted Directed Call Park.
Use your phone to answer a call that is ringing elsewhere	Use Call Pickup.
Answer a call on your mobile phone or other remote destination	Set up Mobile Connect and answer your phone. If you answer a call on your mobile phone, and you have configured up to four IP Phones as shared lines, the additional phones stop flashing when you answer the call.

Tips

- If parties on a call hear a beep, the call may be monitored or recorded. Contact your system administrator for more information.
- If you work in a contact center or similar environment, you can create, update, and delete your own prerecorded greeting that plays automatically if Agent Greeting is configured on your phone. For more information, contact your system administrator.
- A Call Chaperone user cannot answer an incoming call while calls are chaperoned.

Disconnect call

To end a call, simply hang up. The following table provides more details.

If you want to...	Then...
Hang up while using the handset	Return the handset to the cradle. Or, press .
Hang up while using a headset	Press . Or, to keep headset mode active, press . If you are using a wireless headset, refer to the wireless headset documentation for instructions.
Hang up while using the speakerphone	Press orpress .
Hang up one call, but preserve another call on the same line	Press . If necessary, remove the call that you want to end from hold first.

Hold and resume

You can hold and resume calls. When you put a call on hold, the Hold icon appears on the right in the call information area. With a shared line, when another phone places a call on hold, the phone displays the Remote Hold icon.

If the Hold Reversion feature is enabled for your phone, a call that you put on hold reverts to ringing after a certain time. The reverting call remains on hold until you resume it or until Hold Reversion times out. Your phone indicates the presence of a reverting call by the following actions:

- Alerts you at intervals with a single ring (or flash or beep, depending on your phone line setting).
- Briefly displays a `Hold Reversion` message in the status bar at the bottom of the phone screen.
- Displays the animated Hold Reversion icon next to the caller ID for the held call.

Tips

- The Hold feature typically generates music (if Music on Hold is configured) or a beeping tone.
- If you receive an alert for an incoming call and a reverting call at the same time, your phone shifts the focus of the phone screen to display the incoming call by default. Your system administrator can change this focus priority setting.
- If you use a shared line, Hold Reversion rings only on the phone that puts the call on hold, not on the other phones that share the line.
- Your system administrator determines the duration between Hold Reversion alerts.
- When a call is chaperoned, the call chaperone cannot use Hold.

Put call on hold

Procedure

Step 1 Make sure that the call you want to put on hold is highlighted.

Step 2 Press .

Remove call from hold on different line

Procedure

Step 1 Select a line. Doing so may cause a held call to resume automatically:

- If a reverting call is on the line, that call resumes.
- If more than one reverting call is on the line, the oldest reverting call resumes.
- If a nonreverting held call is the only call on the line, the nonreverting held call resumes.

Step 2 If necessary, scroll to the appropriate call and press .

Mute

With Mute enabled, you can hear other parties on a call but they cannot hear you. You can use Mute with the handset, speakerphone, or headset.

Mute or unmute call

Procedure

Step 1 To mute a call, press .

Step 2 To unmute a call, press again.

Place call

Procedure

Pick up the handset and dial the number.

Place call with headset

Procedure

Perform one of the following actions:

- Press and enter a number.
- If is lit, press **New Call** and enter a number.

Place call with speakerphone

Procedure

Step 1 Press .

Step 2 Enter a number.

Place call when another call is active

Procedure

Step 1 Press .

Step 2 Press .

Step 3 Enter a number.

Redial number

Procedure

Press **Redial** to dial the last number.

Call history

Your call history is displayed on the Recents tab.

Add contact from call history

Procedure

Step 1 Tap the contact icon.

Step 2 Tap **Add to Contacts**.

Note Cisco DX650 does not support URI addresses for contacts.

Video calls

You can send and receive video calls. Some third-party endpoints will display compatibility issues. For example, video may not resume after placing a call on hold, during video calls with a third-party endpoint. Contact your system administrator for more details.

You can make video calls with either the internal camera, or an external camera.

Note The camera can only be used by one application at a time. If you launch another application that requires use of the camera while you are on a video call, that application may crash.

Related Topics

External camera, on page 123

Video call control bar

A call control bar appears at the bottom of an active video call. The video call control bar disappears after a few seconds. Tap the screen to make the call control bar reappear.

Stop your video transmission

Procedure

Step 1 Press to stop your video.

Step 2 Press again to resume video transmission.

Automatic video transmission

By default, your phone automatically transmits video during a video call. You can turn automatic video transmission on or off in the Phone application.

Stop automatic video transmission

Procedure

Step 1 Tap .

Step 2 Toggle **Always Send Video** off.

Adjust video exposure

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Tap **Exposure**.

Step 4 Slide up or down to adjust the video brightness.

Set video bandwidth

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Tap **Video bandwidth**.
Step 4 Select your preferred video bandwidth.

Self-video

Use self-video to preview the video of yourself that you display during video calls.

Show self-video

Procedure

Step 1 Tap .
Step 2 Tap **Self View**.
Step 3 Tap **X** to stop showing self-video.

Visual Voicemail

Visual Voicemail allows you to manage your voice messages.

Listen to voice message

Procedure

Tap next to a voice message to listen to that voice message.

View voice message details

Procedure

Tap a voice message to view details.

Reply to voice message

Procedure

Step 1 Tap a voice message to view details.

Step 2 Tap .

Forward voice message

Procedure

Step 1 Tap a voice message to view details.

Step 2 Tap **More**.

Step 3 Tap **Forward** and select the recipients.

Delete voice message

Procedure

Step 1 Select one or more voice messages.

Step 2 Tap .

Advanced call tasks

You can use special features and services that may be available on your phone to place calls. For more information about these options, contact your system administrator.

Active call movement

You can switch active calls between the desktop phone and your mobile phone or other remote destination.

Switch active call from desk phone to mobile phone

Procedure

Step 1 Tap **Mobility** and select **Send call to mobile**.

Step 2 Answer the active call on your mobile phone.
The handset icons and the calling party number appear on the phone display. You cannot use the same phone line for any other calls, but if your desk phone supports multiple lines, you can use another line to make or receive calls.

Switch active call from mobile phone to desk phone

Procedure

Step 1 Hang up the call on your mobile phone to disconnect the mobile phone but not the call.

Step 2 Tap **Resume** on your desk phone within 4 seconds and start talking on the desk phone.

Switch active call from mobile phone to desk phone that shares same line

Procedure

Step 1 While on your mobile phone, enter the access code for the Session Handoff feature (for example, *74). Contact your system administrator for a list of access codes.

Step 2 Hang up the call on your mobile phone to disconnect the mobile phone but not the call.

Step 3 Tap **Answer** on your desk phone within 10 seconds and start talking on the desk phone. Your system administrator sets the maximum number of seconds that you have to answer the call on your desk phone. Cisco Unified IP phones that share the same line display a `Remote in Use` message.

Business calls with single phone number

Intelligent Session Control associates your mobile phone number with your business phone number. When you receive a call to your remote destination (mobile phone), your desk phone does not ring; only your remote destination rings. When you answer an incoming call on the mobile phone, the desk phone displays a `Remote in Use` message.

During a call, you can also use any of your mobile phone features. For example, if you receive a call on your mobile number, you can either answer the call from your desk phone or you can hand off the call from your mobile phone to your desk phone.

If you want to...	Then...
Transfer your incoming mobile active call to desk phone	Use the various features of your mobile phone (for example, *74). Contact your system administrator for a list of access codes.

Mobile Connect and Mobile Voice Access

If you have Mobile Connect and Mobile Voice Access installed, you can use your mobile phone to handle calls that are associated with your desktop phone number.

Your desktop and remote destinations receive calls simultaneously.

When you answer the call on your desktop phone, the remote destinations stop ringing, disconnect, and display a missed call message.

When you answer the call on one remote destination, the other remote destinations stop ringing and disconnect; the other remote destinations show a missed call message.

If you want to...	Then...
Configure Mobile Connect	Use the Cisco Unified Communications Self Care Portal to set up remote destinations and create access lists to allow or block calls from specific phone numbers from being passed to the remote destinations. See Cisco Unified Communications Self Care Portal.
Answer a call using your mobile phone	See Answer call, on page 19.
Switch an active call between your desk phone and mobile phone	See Active call movement, on page 28.
Make a call from your mobile phone	See Advanced call tasks, on page 27.

Tips

- When you call Mobile Voice Access, you must enter the number that you are calling and your PIN if any of the following are true:
  - The number you are calling from is not one of your remote destinations.
  - The number is blocked by you or your carrier (shown as `Unknown Number`).
  - The number is not accurately matched in the Cisco Unified Communications Manager database; for example, if your number is 510-666-9999, but it is listed as 666-9999 in the database, or your number is 408-999-6666, but the database entry is 1-408-999-6666.
- If you incorrectly enter any requested information (such as mobile phone number or PIN) three times in a row, the Mobile Voice Access call disconnects, and you are locked out for a period of time. Contact your system administrator for assistance.

Put call picked up on mobile phone on hold

Procedure

Step 1 Tap **Enterprise Hold** (name may vary).
The other party is placed on hold.

Step 2 On your mobile phone, tap **Resume** (name may vary).

Connect to Mobile Voice Access

Procedure

Step 1 From any phone, dial your assigned Mobile Voice Access number.

Step 2 Enter the number that you are calling from, if prompted, and your PIN.

Turn on Mobile Connect from mobile phone

Procedure

Step 1 Dial your assigned Mobile Voice Access number.

Step 2 If requested, enter your mobile phone number and PIN.

Step 3 Press **2** to enable Mobile Connect.

Step 4 Choose whether to turn Mobile Connect on for all configured phones or just one:

- All phones: Enter **2**.
- One phone: Enter **1** and enter the number that you want to add as a remote destination, followed by **#**.

Turn off Mobile Connect from mobile phone

Procedure

Step 1 Dial your assigned Mobile Voice Access number.
Step 2 If requested, enter your mobile phone number and PIN.
Step 3 Press **3** to disable Mobile Connect.
Step 4 Choose whether to turn Mobile Connect off for all configured phones or just one:

- All phones: Enter **2**.
- One phone: Enter **1** and enter the number that you want to remove as a remote destination, followed by **#**.

Turn on or off Mobile Connect access to all remote destinations from desk phone

Procedure

Step 1 Tap **Mobility** to display the current remote destination status (Enabled or Disabled).
Step 2 Tap **Select** to change the status.
Step 3 Tap **Exit**.

Use Mobile Voice Access to call from mobile phone

Procedure

Step 1 Obtain your Mobile Voice Access number and PIN from your system administrator.
Step 2 Dial your assigned Mobile Voice Access number.
Step 3 Enter your mobile phone number (if requested) and PIN.
Step 4 Press **1** to make a call to an enterprise phone.
Step 5 Dial a desktop phone number that is not your desktop phone number.

Conference calls

Your phone allows you to talk with multiple parties in a conference call.

You can create a conference in various ways, depending on your needs and the features that are available on your phone.

- Conference: Allows you to create a standard (ad hoc) conference by calling each participant. Conference is available on most phones.
- Join: Allows you to create a standard (ad hoc) conference by combining existing calls.
- cBarge: Allows you to create a standard (ad hoc) conference by adding yourself to a call on a shared line. Press a line button or use cBarge. Only phones that use shared lines have cBarge.
- Meet Me: Allows you to create or join a conference by calling a conference number.

Ad hoc conference

Ad hoc conference allows you to call each participant.

Call participants to create conference

Your system administrator determines whether noninitiators of a conference can add or remove participants.

Procedure

Step 1 From a call, press .

Step 2 Enter the phone number of the participant.

Step 3 Wait for the call to connect.

Step 4 Press again to add the participant to your call.

Step 5 Repeat to add additional participants.

Add contacts to conference

Procedure

Step 1 From a call, tap .

Step 2 Drag a contact from the contact list to the call.

Step 3 Repeat to add additional participants.

Join conference

Join allows you to combine two or more existing calls to create a conference in which you are a participant.

Tips

- If you frequently join more than two parties into a single conference, you may find it useful to first select the calls that you want to join together, and then tap **Join** to complete the action.
- When Join completes, the caller ID changes to `Conference`.
- You may be able to combine multiple conference calls by using the **Join** button. Contact your system administrator to see if this feature is available to you.
- A Call Chaperone user can conference only the first caller. The other participants in the conference can conference subsequent callers.

Join together existing calls on single phone line

Procedure

Step 1 From an active call, highlight another call that you want to include in the conference and tap **Select**.

Step 2 Repeat this step for each call that you want to add.

Step 3 Tap **Join**. You may need to tap to see **Join**.

Join together existing calls on multiple phone lines

Procedure

Step 1 From an active call, highlight a call on another line that you want to include in the conference and tap **Select**.

Step 2 Repeat this step for each call that you want to add.

Step 3 Tap **Join**. You may need to tap to see **Join**.

Barge conference

You can create a conference by using cBarge to add yourself to a call on a shared line.

Related Topics

Barge, cBarge, and shared lines, on page 50

Barge call on shared line to create conference

Procedure

Tap the line button for the shared line.

Meet Me conference

Meet Me conferencing enables you to start or join a conference by calling the conference number.

Tips

- If you call a secure Meet Me conference number from a nonsecure phone, your phone displays the message `Device Not Authorized`. For more information, see Secure calls, on page 48.
- A Meet Me conference ends when all participants hang up.
- If the conference initiator disconnects, the conference call continues until all participants hang up.

Start Meet Me conference

Participants cannot join the conference until the initiator starts the conference.

Procedure

Step 1 Obtain a Meet Me phone number from your system administrator.

Step 2 Distribute the number to participants.

Step 3 When you are ready to start the meeting, go off-hook to get a dial tone, then tap **Meet Me**.

Step 4 Dial the Meet Me conference number.
Participants can now join the conference by dialing the Meet Me number.

Join Meet Me conference

Procedure

Step 1 Dial the Meet Me conference number that the conference initiator provides.

Step 2 If you hear a busy tone, the conference initiator has not joined the conference. Wait a minute and then try your call again.

Conference participants list

During a standard (ad hoc) conference, you can view a list of participants and remove participants.

Control conference with participants list

The conference participants list displays conference participants.

Procedure

Step 1 Tap **Conference List**.
Participants are listed in the order in which they join the conference with the most recent additions at the top.

Step 2 To remove any conference participant, highlight the participant and tap **End Call**.
You can remove participants only if you initiated the conference call.

Call forward

You can use the call forwarding features to redirect incoming calls from your phone to another number.

Your system administrator may allow you to choose from two types of call forwarding features:

- Unconditional call forwarding (Call Forward All): Applies to all calls that you receive.
- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage): Applies to certain calls that you receive, according to conditions.

You can access Call Forward All on your phone or from Cisco Unified Communications Self Care Portal. Conditional call forwarding features are accessible only from your User Options web pages. Your system administrator determines which call forwarding features are available to you.

Tips

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
- You can forward your calls to a traditional analog phone or to another phone, although your system administrator may restrict the call forwarding feature to numbers within your company.
- Call forwarding is specific to the phone line. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.
- Your system administrator can enable a call forward override feature that allows the person receiving your forwarded calls to reach you. With override enabled, a call placed from the target phone to your phone is not forwarded, but rings through.
- Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number that you enter creates a call forwarding loop or exceeds the maximum number of links that are permitted in a call forwarding chain.

- When you switch an active call from your mobile phone to a Cisco DX600 Series phone that shares the same line (Session Handoff), the phone disables the Call Forward feature. The Call Forward feature returns when the call ends.
- To verify that your primary line has Call Forward All enabled look for:
  - The call forward icon above your primary phone number.
  - The call forward target number in the status line.

Related Topics

Cisco Unified Communications Self Care Portal

Set up and cancel Call Forward All from phone

Procedure

Step 1 To set Call Forward All, tap **Forward All Calls** and enter a target phone number.

Step 2 To cancel Call Forward All, tap **Forward All Calls**.

Set up or cancel call forwarding

When call forwarding is enabled for any line other than the primary line, your phone does not provide you with confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options web pages.

Procedure

Step 1 Log in to your User Options web pages.

Step 2 Access your call forwarding settings.

Call Park

You park a call when you want to store the call so that you or someone else can retrieve it from another phone in the Cisco Unified Communications Manager system (for example, a phone at a coworker's desk or in a conference room).

Use these methods to park a call:

- Call Park: Use **Park** to store the call. Your phone displays the call park number where the system stored your call. You must record this number and then use the same number to retrieve the call.

- Directed Call Park: Tap **Transfer** during a call. To store the call, dial the Directed Call Park number and tap **Transfer** again.
- Assisted Directed Call Park: Tap the **Directed Call Park** button that displays an idle line status indicator. To retrieve the call from any other phone in your network, tap the flashing **Directed Call Park** button.

Tips

- You have a limited amount of time to retrieve a parked call before it reverts to ringing at the original number. Contact your system administrator for details.
- You can dial Directed Call Park numbers if you do not have Directed Call Park buttons. However, you cannot see the status of the directed call park number.

Store and retrieve active call with Call Park

Procedure

Step 1 During a call, tap **Park**. You may need to tap to see **Park**.

Step 2 Record the call park number that is displayed on your phone screen.

Step 3 Hang up.

Step 4 To pick up the parked call, enter the Call Park number from any phone in your network.

Direct and store active call at Directed Call Park number

Procedure

Step 1 During a call, tap **Transfer**.

Step 2 Select a speed-dial number that is assigned to a Directed Call Park number or dial the number.

Step 3 Tap **Transfer** again to finish storing the call.

Retrieve parked call from Directed Call Park number

Procedure

From any phone in your network, enter the park retrieval prefix and dial the Directed Call Park number.

Direct, store, and retrieve active call at Assisted Directed Call Park number

Procedure

Step 1 During a call, tap the **Direct Call Park** button that displays an idle line status indicator.

Step 2 To retrieve the call, tap the flashing **Direct Call Park** button.
If your administrator has not configured a reversion directory number, the parked call reverts to the phone that parked the call.

Call Pickup

Call Pickup enables you to answer a call that is ringing on a coworker's phone by redirecting the call to your phone. You might use Call Pickup if you share call-handling tasks with coworkers.

Tips

- If multiple calls are available for pickup, your phone picks up the oldest call first (the call that has been ringing for the longest time).
- If you tap **Pickup** or **Group Pickup** and enter a line number, your phone picks up the ringing call on that particular line (if available).
- If you have multiple lines and want to pick up the call on a nonprimary line, first tap the line button for the desired line, then tap **Pickup** or **Group Pickup**.
- Depending on how your phone is configured, you might receive an audio or visual alert about a call to your pickup group.

Answer call ringing on another extension within Call Pickup group

Procedure

Step 1 Tap **Pickup**.
If your phone supports autopickup, you are now connected to the call.

Step 2 If the call rings, tap **Answer** to connect to the call.

Answer call ringing on another extension outside Call Pickup group

Procedure

Step 1 Tap **Group Pickup**.

Step 2 Enter the group pickup number.
If your phone supports autopickup, you are now connected to the call.

Step 3 If the call rings, tap **Answer** to connect to the call.

Answer call ringing on another extension in group or in associated group

Procedure

Step 1 Tap **Pickup**.
If your phone supports autopickup, you are now connected to the call.

Step 2 If the call rings, tap **Answer** to connect to the call.

Answer call ringing on particular extension

Procedure

Step 1 Tap **Group Pickup**.

Step 2 Enter the line number with the call that you want to pick up. For example, if the call that you want to pick up is ringing on line 12345, enter 12345.
If your phone supports autopickup, you are now connected to the call.

Step 3 If the call rings, tap **Answer** to connect to the call.

Call transfer

Transfer redirects a call. The target is the number to which you want to transfer the call.

Tips

- If on-hook transfer is enabled on your phone, you can either hang up to complete the call, or tap **Transfer** and then hang up.

- If on-hook transfer is not enabled on your phone, hanging up without tapping **Transfer** again places the call on hold.
- You cannot use **Transfer** to redirect a call that is on hold. Tap **Resume** to remove the call from hold before transferring it.
- When a call is chaperoned, the call chaperone cannot use transfer.
- To redirect a call to a voice message system, tap **iDivert**.

Transfer call without talking to transfer recipient

Procedure

Step 1 From an active call, tap **Transfer**.
Step 2 Enter the target number.
Step 3 Tap **Transfer** again to complete the transfer or **EndCall** to cancel.
Step 4 If your phone has on-hook transfer enabled, complete the transfer by hanging up.

Talk to transfer recipient before transferring call

Procedure

Step 1 From an active call, tap **Transfer**.
Step 2 Enter the target number.
Step 3 Wait for the transfer recipient to answer.
Step 4 Tap **Transfer** again to complete the transfer or **EndCall** to cancel.
Step 5 If your phone has on-hook transfer enabled, complete the transfer by hanging up.

Call transfer to voicemail

You can use **Divert** to send an active, ringing, or held call to your voicemail. Depending on the type of call and your phone configuration, you can also use **Divert** to send the call to the voicemail of another party.

- If the call was originally sent to the phone of another person, **Divert** allows you to redirect the call either to your own voicemail or to the voicemail of the *original* called party. Your system administrator makes this option available to you.
- If the call is sent to you directly (not transferred or forwarded to you), or if your phone does not support the option described above, using **Divert** redirects the call to your voicemail.

Tips

- If your phone displays a menu that disappears before you make your selection, tap **Divert** again to redisplay the menu. You can also contact your system administrator to configure a longer timeout value.
- When you switch an active call from your mobile phone to a Cisco DX600 Series phone that shares the same line (Session Handoff), the Divert feature is disabled on the Cisco DX600 Series phone. The Divert feature returns when the call ends.

Send active, ringing, or held call to voicemail

Procedure

Step 1 Tap **Divert**.
If you have no redirect options available, the call transfers to your voicemail.

Step 2 If you have redirect options available, your phone displays a new menu. Choose an option to redirect the call.

Dial from corporate directory on personal computer with Cisco Web Dialer

Procedure

Step 1 Open a web browser and go to a Web Dialer-enabled corporate directory.

Step 2 Click the number that you want to dial.

Notify when busy or ringing extension available

Note When a call is being chaperoned, the call chaperone cannot use CallBack.

Procedure

Step 1 Tap **Call Back** when you hear the busy tone or ring sound.

Step 2 Hang up. Your phone alerts you when the line is free.

Step 3 Tap the call back notification to place the call again.

Dial from corporate directory on phone

Procedure

Step 1 Tap .

Step 2 Enter a name in the Search field. This action searches your local contacts and the corporate directory.

Step 3 Highlight a listing and go off-hook.

Dial from favorites

Procedure

Tap a favorite contact to place a call.

Dial from recent contacts

Procedure

Step 1 Enter a name in the Number field. This action searches your recent contacts.

Step 2 Highlight a listing and go off-hook.

Do Not Disturb

Do Not Disturb (DND) turns off all audible and visual notifications of incoming calls. Your system administrator enables DND on your phone.

When DND and Call Forward are enabled on your phone, calls forward immediately and the caller does not hear a busy tone.

DND interaction with other types of calls includes:

- DND does not affect intercom calls or nonintercom priority calls.
- If both DND and AutoAnswer are enabled, only intercom calls autoanswer.
- When you switch an active call from your mobile phone to a Cisco DX600 Series phone that share the same line (Session Handoff), the Cisco DX600 Series phone disables the DND feature. The DND feature returns when the call ends.

Turn DND on and off

Procedure

Step 1 To turn DND on, tap **Do Not Disturb**. You may need to tap if **Do Not Disturb** is not visible.

Step 2 To turn DND off, tap **Do Not Disturb** again.

Set up DND settings

If your system administrator configures DND settings to appear on the User Options page, perform these steps:

Procedure

Step 1 Log in to your User Options web pages.

Step 2 From the drop-down list, choose **User Options** > **Device**.

Step 3 You can set the following options:

- Do Not Disturb: Set to enable/disable DND.
- DND Option: Choose either Call Reject (to turn off all audible and visual notifications) or Ringer Off (to turn off only the ringer).
- DND Incoming Call Alert (applies to either DND option set): Set the alert to beep only, flash only, disable the alert, or choose “None” (to use the “Alert” setting configured by your system administrator).

Hunt groups

If your organization receives a large number of incoming calls, you may be a member of a hunt group, which includes a series of directory numbers that share the incoming call load. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone.

When you are away from your phone, you can prevent hunt group calls from ringing your phone by signing out of hunt groups.

Signing out of hunt groups does not prevent non-hunt-group calls from ringing your phone.

Sign in and out of hunt groups

Procedure

Step 1 Tap **Sign In**. You are now signed into the Hunt Group.

Step 2 Tap **Sign Out**.

Intercom calls

You can place an intercom call to a target phone that autoanswers the call in speakerphone mode with mute enabled (whisper mode). The one-way intercom call allows you to deliver a short message to the recipient. The audio plays on the handset or headset, if one of these is in use. Any current call activity that your recipient is engaged in continues simultaneously.

When you receive an intercom-alert tone, you can choose one of these options:

- Listen to the caller with your microphone muted (you can hear the caller, but the caller cannot hear you).
- End the intercom call by tapping **End Call** with the intercom call in focus. Take this action if you do not want to hear the message.
- To talk to the caller, tap the active intercom button and use either the handset, headset, or speaker. The intercom call becomes a two-way connection (connected mode) so that you can converse with the caller.

When you use the intercom feature, be aware of the following:

- From an intercom line, you can only dial other intercom lines.
- You can use only one intercom line at a time.
- When monitoring or recording of your active call is taking place, you can receive or place intercom calls.
- You cannot place an intercom call on hold.

Note If you sign in to the same phone on a daily basis with your Cisco Extension Mobility profile, ensure that your system administrator assigns the phone button template that contains intercom information to this profile and assigns the phone as the default intercom device for the intercom line.

Place intercom call to preconfigured intercom number

Procedure

Step 1 Tap a dedicated intercom line.

Step 2 After you hear the intercom-alert tone, begin speaking.

Place intercom call to any intercom number

Procedure

Step 1 Tap a dialable intercom line.

Step 2 Enter the intercom target number or tap a speed-dial number for your target.

Step 3 After you hear the intercom-alert tone, begin speaking.

Receive intercom call

Procedure

When you hear the intercom-alert tone, handle the call in one of these ways:

- Listen to the message in one-way audio.
- Tap **Connect** to speak to the caller.
- Tap **Decline**.

Line and call definitions

The terms *lines* and *calls* can be easily confused.

- Lines: Each line corresponds to a directory number or intercom number that others can use to call you. Your phone can support up to fifteen lines. To see how many lines you have, look at the left side of your phone screen. You have as many lines as you have directory numbers and phone line icons.
- Calls: Each line can support multiple calls. By default, your phone supports four calls per line, but your system administrator can adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.

Line and call icons

Your phone displays icons to help you determine the line and call state.

Icon	Line or call state	Description
	On-hook line	No call activity on this line.
	Off-hook line	You are dialing a number or an outgoing call is ringing.
	Connected call	You are connected to the other party.
	Ringing call	A call is ringing on one of your lines.
	Call on hold	You have put the call on hold. See Hold and resume, on page 21.
	Remote-in-use	Another phone that shares your line has a connected call. See Shared lines, on page 50.
	Encrypted call	See Secure calls, on page 48.
	Do Not Disturb	See Do Not Disturb, on page 42.
	Idle intercom line	The intercom line is not in use. See Intercom calls, on page 44.
	One-way intercom call	The intercom line is sending or receiving one-way audio. See Intercom calls, on page 44.
	Two-way intercom call	You press the intercom line to enable two-way audio with the intercom caller. See Intercom calls, on page 44.
	Call Park	See Call Park, on page 36.

Multiple calls

Understanding how multiple calls display on your phone can help you organize your call-handling efforts.

In standard viewing mode, your phone displays calls as follows for the highlighted line:

- Calls with the highest precedence and longest duration display at the top of the list.
- Calls of a similar type are grouped together. For example, calls that you have interacted with are grouped near the top, and calls on hold are grouped last.

You can switch between multiple calls on one or more lines.

Switch between calls on one line

Procedure

Step 1 Highlight the call you want to switch to.

Step 2 Tap **Resume**.
Any active call is placed on hold and the selected call resumes.

Switch between calls on different lines

Procedure

Step 1 Select the line that you are switching to.
If a single call is holding on the line, the call automatically resumes.

Step 2 If multiple calls are holding, highlight the appropriate call and tap **Resume**.

Switch from active call to answer ringing call

Procedure

Perform one of the following actions:

- Tap **Answer**.
- If the call is ringing on a different line, select that line.

The phone places the active call on hold and the selected call connects.

Remove call from hold on current line

Procedure

Step 1 Highlight the appropriate call.

Step 2 Tap **Resume**.

Place call while another call is active

Procedure

Step 1 Tap a new line. The first call is automatically placed on hold.

Step 2 Enter a number.

Secure calls

Depending on how your system administrator configures your phone system, your phone may support making and receiving secure calls.

Your phone can support these types of calls:

Authenticated call

The identities of the phones that are participating in the call have been verified.

Encrypted call

The phone receives and transmits encrypted audio (your conversation) within the Cisco Unified Communications Manager network. Encrypted calls are authenticated.

Protected call

The phone is a secure (encrypted and trusted) device on the Cisco Unified Communications Manager server and is configured as a Protected Device in Cisco Unified Communications Manager Administration.

If Play Secure Indication Tone is enabled (True) in Cisco Unified Communications Manager Administration, the protected phone plays a secure or nonsecure indication tone at the beginning of the call:

- When end-to-end secure media is established through Secure Real-Time Transfer Protocol (SRTP) and the call status is secure, the phone plays the secure indication tone (three long beeps with brief pauses).
- When end-to-end nonsecure media is established through Real-Time Protocol (RTP) and the call status is nonsecure, the phone plays the nonsecure indication tone (six short beeps with brief pauses).

  If the Play Secure Indication Tone option is disabled (False), no tone plays.

Nonprotected call

The phone does not have a Protected Device status in Cisco Unified Communications Manager. No secure or nonsecure indication tone plays.

Nonsecure call

The phone is not protected on the Cisco Unified Communications Manager server and the call status is nonsecure.

If you want to...	Then...
Check the security level of a call or conference	Look for a security icon in the top right corner of the call activity area, next to the call duration timer: • Authenticated call or conference • Encrypted call or conference • Nonsecure call or conference
Verify that the phone connection (call status) is secure	Listen for a secure indication tone at the beginning of the call: • Secure call status: If the phone is protected, the Play Secure Indication Tone is enabled, and the call status is secure, a secure indication tone plays on the protected phone at the beginning of a call (three long beeps with pauses). The lock icon indicates that the call is secure. • Nonsecure call status: If the phone is protected, the Play Secure Indication Tone is enabled, and the call status is nonsecure, a nonsecure indication tone plays on the protected phone at the beginning of a call (six short beeps with brief pauses). The play arrow icon indicates that the call is not secure. For more information, contact your system administrator.
Determine whether secure calls can be made in your company	Contact your system administrator.

There are interactions, restrictions, and limitations that affect how security features work on your phone. For more information, contact your system administrator.

Note Cisco determines that a device that is engaged in a call is either trusted or untrusted. Lock or shield icons are not displayed on your phone screen when a call is to or from an untrusted device, even though the call might be secure.

Related Topics

AnyConnect VPN, on page 61

Shared lines

Your system administrator might ask you to use a shared line if you:

- Have multiple phones and want one phone number
- Share call-handling tasks with coworkers
- Handle calls on behalf of a manager

Remote-in-use icon

The remote-in-use icon appears when another phone that shares your line has a connected call. You can place and receive calls as usual on the shared line, even when the remote-in-use icon appears.

Call information and Barge

Phones that share a line each display information about calls that are placed and received on the shared line. This information can include caller ID and call duration. See the Privacy section for exceptions.

When call information is visible, you and the coworkers who share a line can use Barge or cBarge to join a call.

Related Topics

Privacy and shared lines, on page 51

Barge, cBarge, and shared lines

You can use barge features (cBarge or Barge) to add yourself to calls on your shared line. Calls must be nonprivate calls.

Depending on how your phone is configured, you can add yourself to a nonprivate call on a shared line by using either cBarge or Barge:

- cBarge converts the call into a standard conference, which allows you to add new participants.
- Barge enables you to add yourself to the call but does not convert the call into a conference or allow you to add new participants.

Related Topics

Shared lines, on page 50
Conference calls, on page 32

Single-button and multitouch Barge

Your system administrator determines whether the barge feature on your phone operates as a single-button or multitouch feature.

- Single-button barge allows you to press a line button to barge a call (if only one call is on the line).

- Multitouch barge allows you to view call information before barging.

Barge features

The table below describes how to use barge features (cBarge or Barge) to add yourself to a call on a shared line.

If you want to...	Then...
See if the shared line is in use	Look for the remote-in-use icon.
Add yourself to a call on a shared line	Tap the line button for the shared line. You see one of these results: • You are added to the call. • A window opens on your phone screen and prompts you to select the call that you want to barge. Tap **Barge** or **cBarge** to complete the action. You may need to tap to display **Barge** or **cBarge**.

Tips

- When you Barge a call, other parties may hear a beep that announces your presence. With cBarge, other parties hear a brief audio interruption and the phone screen changes to display conference details.
- If a phone that is using the shared line has Privacy enabled, call information and barge buttons do not appear on the other phones that share the line.
- If a phone that is using the shared line has Privacy disabled and is configured with Private Line Automated Ringdown (PLAR), the Barge and cBarge features are available.
- You disconnect from a call that you joined by using Barge if the call gets put on hold, is transferred, or turns into a conference call.

Related Topics

Conference participants list, on page 35

Privacy and shared lines

If you share a phone line, use the Privacy feature to prevent others who share the line from viewing or barging (adding themselves to) your calls.

Tips

- If the phone that shares your line has Privacy enabled, you can place and receive calls with the shared line as usual.
- The Privacy feature applies to all shared lines on your phone. Consequently, if you have multiple shared lines and Privacy is enabled, coworkers cannot view or barge calls on any of your shared lines.

Prevent and allow others to view or barge calls on shared line

Procedure

Step 1 To prevent others from viewing or barging a call on a shared line,

a) Tap **Private**.

b) To verify that Privacy is on, look for the Privacy-enabled icon.

Step 2 To allow others to view or barge calls on a shared line,

a) Tap **Private**.

b) To verify that Privacy is off, look to see that the Privacy-enabled icon has disappeared.

Speed Dial

Speed Dial enables you to enter an index number, or tap a phone screen item to place a call. Depending on configuration, your phone can support several speed-dial features:

- Speed-dial buttons
- Abbreviated Dialing

To set up speed-dial buttons and Abbreviated Dial, tap **Add a speed dial** and follow the on-screen prompts. A brief interruption to telephony service occurs after you add a speed dial. Alternately, your system administrator can configure speed-dial features for you.

Make call with speed-dial button

If your phone supports the line status speed-dial feature, you can see if the speed-dial number is busy before you dial.

Procedure

Step 1 Set up speed-dial numbers.

Step 2 To place a call, tap a speed-dial icon. Or, drag the icon to the idle screen to prepopulate the phone number.

Make call with on-hook abbreviated dial

Procedure

Step 1 Set up Abbreviated Dialing codes.

Step 2 To place a call, enter the Abbreviated Dialing code.

Suspicious call trace

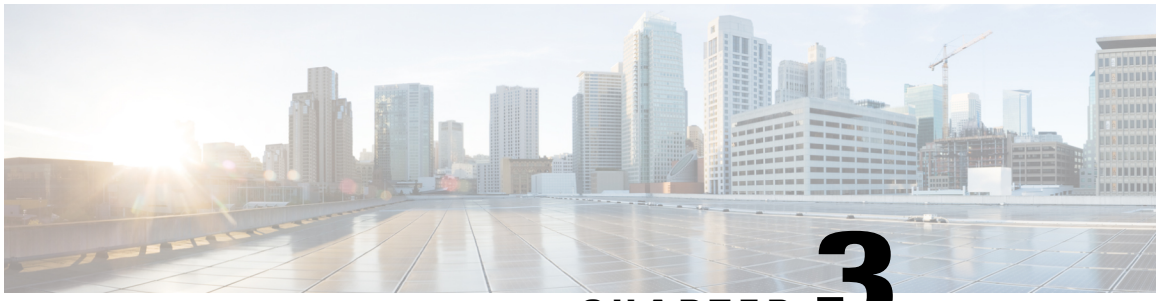
If you receive suspicious or malicious calls, your system administrator can add the Malicious Call Identification (MCID) feature to your phone. This feature enables you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

Notify system administrator about suspicious or harassing call

Procedure

Step 1 Tap **Report**.

Step 2 Tap **Report Caller**.
Your phone displays the message `The caller has been reported as malicious.` Your administrator receives notification about the call with supporting information to take appropriate actions.



CHAPTER 3

Phone customization and settings

You can personalize your phone by adjusting the ringtone and other settings.

- Change ringtone, page 55
- Adjust phone ringer volume, page 56
- Change phone screen brightness, page 56
- Networks, page 56

Change ringtone

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Tap **Sound**.

Step 4 Tap **Phone Ringtone**.

Step 5 Tap a ringtone to play a sample of it.

Step 6 Select a ringtone and tap **OK**.

Add custom ringtone

Procedure

Step 1 Connect your phone to a computer with a microUSB cable.

Step 2 Copy an MP3 file to the Alarms folder.

Adjust phone ringer volume

Check with your system administrator to see if a minimum ringer volume setting was configured.

Procedure

Press while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically.

Change phone screen brightness

Note If you change the brightness setting on your phone, do not unplug the phone from its power source for at least one minute or the brightness setting will not get saved.

Procedure

Step 1 Tap **Settings**.

Step 2 To make adjustments, slide the brightness indicator up or down.

Networks

Connect your phone to a network before you launch an Internet application, such as the email or browser application.

You can connect to an Ethernet or wireless network. Wi-Fi is disabled while your phone is connects to an Ethernet network.

You can add a total of four wireless network profiles.

Wired network connection

You can connect your phone to a wired network.

You can also share a wired connection between a computer and your phone.

Note If you restart your phone with the Lock button, network connectivity may be disrupted.

Connect to wired network

Procedure

Connect an Ethernet cable from the network port to the network.

Share wired network connection with computer

Procedure

Step 1 Connect an Ethernet cable from the network port to the network.
Step 2 Connect an Ethernet cable from the computer port to a network port on the computer.

Connect to wireless network

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Toggle **Wi-Fi** on.
Step 4 Select a wireless network from the list of available networks.
Step 5 Enter your credentials and tap **Connect**.

Connect to hidden wireless network

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Toggle **Wi-Fi** on.

Step 4 Tap **Add Network**.

Step 5 Enter the Network Service Set Identifier (SSID), select the Security mode, enter your credentials, and tap **Save**.

Step 6 Select the network and tap **Connect**.

Edit wireless network

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Tap and hold a wireless network from the list of available networks.

Step 4 Tap **Modify Network**.

Delete wireless network

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Tap and hold a wireless network from the list of available networks.

Step 4 Tap **Forget Network**.

Supported wireless security

Cisco DX600 Series phones support the following security types:

- None (open)
- WEP (Static)
- WPA/WPA2-PSK
- 802.1x EAP (FAST/EAP-FAST, PEAP-GTC, PEAP-MSCHAPv2, TLS/EAP-TLS)

Contact your system administrator for more information.

Web proxy

Depending on your security settings, you may need to use a web proxy to access the Internet. If a Virtual Private Network (VPN) is enabled, you cannot use a web proxy with that VPN. Contact your system administrator for more information.

Add web proxy

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Tap **Wireless & Networks**.

Step 4 Tap **Proxy Settings**.

Step 5 Tap **Proxy**.

Step 6 Tap **Add Proxy**.

Step 7 Enter the Web Proxy settings and tap **Save**.

Edit web proxy

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Tap **Wireless & Networks**.
Step 4 Tap **Proxy Settings**.
Step 5 Tap and hold a proxy from the list of available proxies.
Step 6 Tap **Modify**.
Step 7 Edit the Web Proxy settings and tap **Save**.

Delete web proxy

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Tap **Wireless & Networks**.
Step 4 Tap **Proxy Settings**.
Step 5 Tap and hold a proxy from the list of available proxies.
Step 6 Tap **Delete**.
Step 7 Tap **Yes**.

TFTP

Connect to a Trivial File Transfer Protocol (TFTP) server to configure your phone, adjust connectivity, and receive firmware updates. Contact your system administrator for a TFTP server address.

Connect to TFTP Server

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Tap **More**.

Step 4 Tap **TFTP Server Settings**.

Step 5 Tap **Use Alternate TFTP Server**.

Step 6 Tap **TFTP Server1**.

Step 7 Enter the TFTP server address and tap **OK**.

AnyConnect VPN

Your system administrator sets up the AnyConnect VPN application. AnyConnect VPN allows you to have secure remote access to corporate resources on your phone. For security reasons, the usual recommendation is that you connect to a VPN through a wired network connection.

If your system administrator has set up a VPN connection profile for you with Cisco Unified Communications Manager, the profile appears in the VPN Connection list. You cannot edit or delete these VPN connections.

Your system administrator can enable you to create and edit your own VPN connections.

AutoNetDetect

If your system administrator enables the AutoNetDetect feature for a VPN connection profile that is set up with Cisco Unified Communications Manager, your phone automatically attempts to establish a VPN connection.

Password persistence

If your system administrator enables the Password Persistence feature for a VPN connection profile that is set up with Cisco Unified Communications Manager, the AnyConnect VPN application stores a previously successful password. You cannot change a working password.

Add VPN connection profile

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Tap **More**.
Step 4 Tap **VPN** .
Step 5 Tap **Add VPN Network**.
Step 6 Enter a description and the server address.
Step 7 Tap **Save**.

Edit VPN connection profile

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Tap **More**.
Step 4 Tap **VPN**.
Step 5 Tap and hold a VPN connection.
Step 6 Tap **Edit Network**.
Step 7 Edit the connection description or server address.
Step 8 Tap **Save**.

Connect to VPN

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Tap **More**.

Step 4 Tap **VPN**.

Step 5 Tap and hold a VPN connection.

Step 6 If necessary, do either of the following in response to the appropriate prompts:

- Enter your credentials. If prompted to do so, also enter your secondary credentials to support double authentication.
- Tap **Get Certificate**, then enter the certificate enrollment credentials that your system administrator supplies. AnyConnect saves the certificate and reconnects to the VPN secure gateway to use the certificate for authentication.

Step 7 Tap **Connect**.

Disconnect from VPN

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Tap **More**.

Step 4 Tap **VPN**.

Step 5 Tap and hold a VPN connection.

Step 6 Tap **Disconnect**.

Delete VPN connection profile

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Tap **More**.
Step 4 Tap **VPN**.
Step 5 Tap and hold a VPN connection.
Step 6 Tap **Delete Network**.

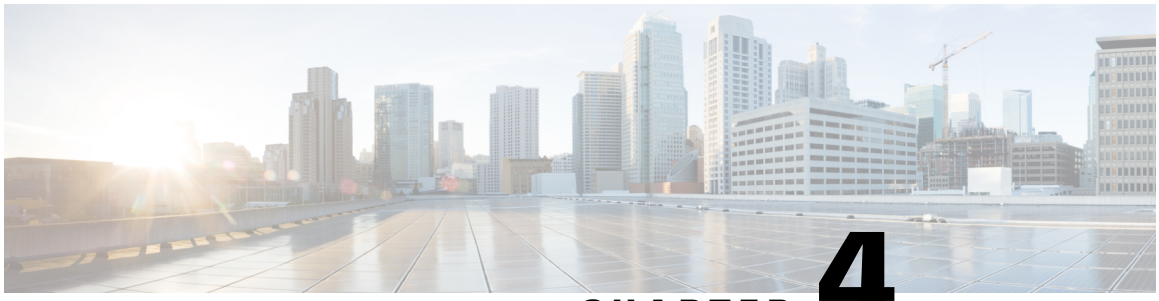
Optimize video call experience over VPN

Adjust video bandwidth settings to optimize the video call experience over VPN. A bandwidth of 1.5 Mbps is required for 720p video resolution. Lower bandwidth settings result in lower video resolution.

Note Throughput varies over time, due to factors like other traffic being shared on the network, or even time of day. These variations can affect the video experience.

Procedure

Step 1 Disconnect from VPN.
Step 2 Run a speed test for the phone, and make a note of the upload speed in the test results.
Speed test applications, such as Internet Speed Test by Speed A.I. are available in Google Play Store.
Step 3 Reconnect to VPN.
Step 4 In the Phone application, tap .
Step 5 Tap **Settings**.
Step 6 Tap **Video bandwidth**.
Step 7 Select a video bandwidth that is lower than the upload speed in the speed test results.



CHAPTER 4

User Options web pages

Your phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to log in to your Cisco Unified Communications Manager User Options web pages, where you control features, settings, and services for your phone. For example, you can set up speed-dial buttons from your User Options web pages.

- User Options web pages actions, page 65
- Features and services setup on web, page 66

User Options web pages actions

This section describes how to log in and select a phone device.

Log in and out of User Options web pages

Before you can access any of your user options, you must log in. When you finish using the User Options web pages, you must log out.

In some cases, you can access your User Options web pages without logging in. For more information, contact your system administrator.

Procedure

Step 1 Obtain the User Options URL, user ID, and default password from your system administrator.

Step 2 Open a web browser on your computer and enter the URL.

Step 3 If you are prompted to accept security settings, select **Yes** or **Install Certificate**.

Step 4 Enter your user ID in the Username field.

Step 5 Enter your password in the Password field.

Step 6 Select **Login**.

The Cisco Unified CM User Options home page displays. From this page, select **User Options** to select a device, and to access User Settings, Directory features, and Fast Dials.

Step 7 To log out of your User Options web pages, select **Logout**.

Select device from User Options web pages

Procedure

Step 1 On your User Options web pages, select **User Options** > **Device**.
The Device Configuration window displays. Toolbar buttons at the top of this window are specific to the selected device type.

Step 2 (Optional) If you have multiple devices assigned to you, select the appropriate device (phone model, Extension Mobility profile, or Remote Destination profile) from the Name drop-down list.

Select configuration option

Procedure

Step 1 After you log in to your User Options web pages, choose **User Options** to access User Settings, Directory, Fast Dials, and Mobility Settings.

Step 2 To return to the Device Configuration page from another page, choose **User Options** > **Device**.

Features and services setup on web

The topics in this section describe how to configure features and services from your User Options web pages.

Speed Dial setup on web

Depending on configuration, your phone can support several speed-dial features:

- Speed-Dial buttons
- Abbreviated Dialing
- Fast Dials

Set up speed-dial buttons

Procedure

Step 1 On your User Options web pages, select **User Options** > **Device**.
Step 2 Select a phone from the Name drop-down list.
Step 3 Select **Speed Dials**.
Step 4 In the Speed Dial Settings area, enter a number and label for a speed-dial button on your phone.
Step 5 Select **Save**.

Set up Abbreviated Dialing codes

Procedure

Step 1 Select **User Options** > **Device**.
Step 2 Select a phone from the Name drop-down list.
Step 3 Select **Speed Dials**.
Step 4 Enter a number and label for an Abbreviated Dialing code.
Step 5 Select **Save**.

Phone services setup on web

Phone services can include special phone features, network data, and web-based information (for example, stock quotes and movie listings). You must first subscribe to a phone service before you can access it on your phone.

The services that are available for your phone depend on the phone system configuration and the services to which you subscribed. Contact your system administrator for more information.

Subscribe to service

Procedure

Step 1 On your User Options web pages, select **User Options** > **Device**.
Step 2 Select a phone from the Name drop-down list.
Step 3 Select **Phone Services**.
Step 4 Select **Add New**.
Step 5 Select a service from the drop-down list and select **Next**.
Step 6 (Optional) Change the service label or enter additional service information, if available.
Step 7 Select **Save**.

Search for services

Procedure

Step 1 On your User Options web pages, select a device.
Step 2 Select **Phone Services**.
Step 3 Select **Find**.

Change or end services

Procedure

Step 1 On your User Options web pages, search for services.
Step 2 Select one or more entries.
Step 3 Select **Delete Selected**.

Change service name

Procedure

Step 1 On your User Options web pages, search for services.
Step 2 Select a service name.
Step 3 Change the information and select **Save**.

User settings on web

User settings include your password, PIN, and language (locale) settings.

Your PIN and password allow you to access different features and services. For example, use your PIN to sign in to Cisco Extension Mobility or Personal Directory on your phone. Use your password to log in to your User Options web pages and Cisco Web Dialer on your personal computer. For more information, contact your system administrator.

Change browser password

Procedure

Step 1 Log in to your User Options web pages.
Step 2 Select **User Options** > **User Settings**.
Step 3 Enter your Current Password.
Step 4 Enter your New Password.
Step 5 Reenter your new password in the Confirm Password field.
Step 6 Select **Save**.

Change PIN

Procedure

Step 1 Log in to your User Options web pages.
Step 2 Select **User Options** > **User Settings**.
Step 3 Enter your Current PIN.
Step 4 Enter your New PIN.
Step 5 Reenter your new PIN in the Confirm PIN field.
Step 6 Select **Save**.

Change User Options web pages language setting

Procedure

Step 1 Log in to your User Options web pages.
Step 2 Select **User Options** > **User Settings**.
Step 3 In the User Locale area, select an item from the Locale drop-down list.
Step 4 Select **Save**.

Change phone display language

Procedure

Step 1 Log in to your User Options web pages.
Step 2 Select **User Options** > **Device**.
Step 3 Select an item from the User Locale drop-down list.
Step 4 Select **Save**.

Line settings on web

Line settings affect a specific phone line (directory number) on your phone. Line settings can include call-forwarding, voice message indicators, ring patterns, and line labels.

You can set up other line settings directly on your phone:

- Set up call forwarding for your primary phone line.
- Change rings, display, and other phone-model specific settings.

Related Topics

Call forward, on page 35
Phone customization and settings, on page 55

Set up call forward for each line

Procedure

Step 1 Select **User Options** > **Device**.
Step 2 Select a phone from the Name drop-down list.
Step 3 Select **Line Settings**.
Step 4 (optional) If you have more than one directory number (line) assigned to your phone, choose a line from the Line drop-down list.
Step 5 In the Incoming Call Forwarding area, select Call Forward settings for various conditions.
Step 6 Select **Save**.

Change voice message indicator setting for each line

Procedure

Step 1 Select **User Options** > **Device**.
Step 2 Select a phone from the Name drop-down list.
Step 3 Select **Line Settings**.
Step 4 (optional) If more than one directory number (line) is assigned to your phone, select a line from the Line drop-down list.
Step 5 In the Message Waiting Lamp area, choose from various settings.
Note By default your phone displays a steady red light from the handset light strip to indicate a new voice message.
Step 6 Select **Save**.

Change audible voice message indicator setting for each line

Procedure

Step 1 Select **User Options** > **Device**.

Step 2 Select a phone from the Name drop-down menu.

Step 3 Select **Line Settings**.

Step 4 (optional) If more than one directory number (line) is assigned to your phone, choose a line from the Line drop-down list.

Step 5 In the Audible Message Waiting Indicator area, select from various settings.

Note By default your phone displays a steady red light from the handset light strip to indicate a new voice message.

Step 6 Select **Save**.

Change or create line text label that appears on phone screen

Procedure

Step 1 Select **User Options** > **Device**.

Step 2 Select a phone from the Name drop-down list.

Step 3 Select **Line Settings**.

Step 4 (optional) If more than one directory number (line) is assigned to your phone, select a line from the Line drop-down list.

Step 5 In the Line Text Label area, enter a text label.

Step 6 Select **Save**.

Note If your phone does not support double-byte character sets, it uses the ASCII Label field.

Set up phone and access list for Mobile Connect

Before you can place and receive calls by using the same directory numbers as your desk phone, you must first add your mobile phone (and any other phones that you use) to Cisco Mobile Connect. These phones are called remote destinations. You can also define access lists to restrict or allow calls from certain numbers to be sent to your mobile phone.

Create access list

Procedure

Step 1 Log in to your User Options web pages.

Step 2 Select **User Options** > **Mobility Settings** > **Access Lists**.

Step 3 Select **Add New**.

Step 4 Enter a name to identify the access list and a description (optional).

Step 5 Select whether the access list allows or blocks specified calls.

Step 6 Select **Save**.

Step 7 Select **Add Member** to add phone numbers or filters to the list.

Step 8 Select an option from the Filter Mask drop-down list. You can filter by directory number, calls with restricted caller ID (Not Available), or calls with anonymous caller ID (Private).

Step 9 If you select a directory number from the Filter Mask drop-down list, enter a phone number or filter in the DN Mask field.
You can use the following wildcards to define a filter:

- X (upper or lower case): Matches a single digit. For example, 408555123X matches any number between 4085551230 and 4085551239.
- !: Matches any number of digits. For example, 408! matches any number that starts with 408.
- #: Used as a single digit for exact match.

Step 10 To add this member to the access list, select **Save**.

Step 11 To save the access list, select **Save**.

Add new remote destination

Procedure

Step 1 Log in to your User Options web pages.

Step 2 Select **User Options** > **Mobility Settings** > **Remote Destinations**.

Step 3 Select **Add New**.

Step 4 Enter the following information:

- Name: Enter a name for the mobile (or other) phone.
- Destination Number: Enter your mobile phone number.

Step 5 Select your remote destination profile from the drop-down list. Your remote destination profile contains the settings that apply to remote destinations that you create.

Step 6 Check the **Mobile Phone** check box to allow your remote destination to accept a call that is sent from your desk phone.

Step 7 Check the **Enable Mobile Connect** check box to allow your remote destination and your desk phone to ring simultaneously.

Step 8 Select one of the following options in the Ring Schedule area (the ring schedule drop-down lists include only the access lists that you have created):

- All the time: Select this option if you do not want to impose day and time restrictions on ringing the remote destination.
- As specified below: Select this option and select from the following items to set up a ring schedule based on day and time:
  1. Check a check box for each day of the week that you want to allow calls to ring the remote destination.
  2. For each day, select All Day or select the beginning and ending times from the drop-down lists.
  3. Select the time zone from the drop-down list.

Step 9 Select one of these ringing options:

- Always ring this destination.
- Ring this destination only if the caller is in the allowed access list that you select.
- Do not ring this destination if the caller is in the blocked access list that you select.

Step 10 Select **Save**.

Cisco Web Dialer

Cisco Web Dialer allows you to place calls from your phone to directory contacts by selecting items in a web browser. Your system administrator configures this feature for you.

Use Web Dialer with User Options directory

Procedure

Step 1 Log in to your User Options web pages.

Step 2 Select **User Options** > **Directory** and search for a coworker.

Step 3 Select the number that you want to dial.

Step 4 If this is your first time using Web Dialer, set up preferences on the Make Call page.

Step 5 Select **Dial**.
The call is now placed on your phone.

Step 6 To end a call, select **Hangup** or hang up from your phone.

Use Web Dialer with another online corporate directory

Procedure

Step 1 Log in to a Web Dialer-enabled corporate directory and search for coworkers.

Step 2 Click the number that you want to dial.

Step 3 When prompted, enter your user ID and password.

Step 4 If this is your first time using Web Dialer, set up preferences on the Make Call page.

Step 5 Click **Dial**.
The call is now placed on your phone.

Step 6 To end a call, click **Hangup** or hang up from your phone.

Log out of Web Dialer

Procedure

Click the **Logout** icon in the Make Call or Hang Up page.

Set up, view, or change Web Dialer preferences

Procedure

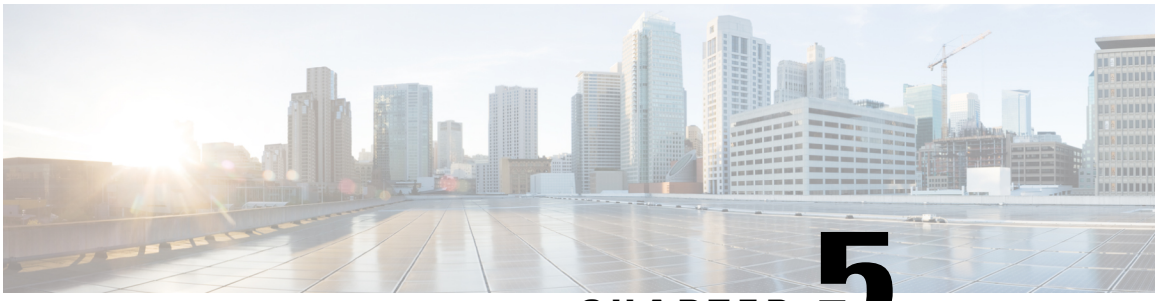
Step 1 Access the Make Call page.
The Make Call page appears the first time that you use Web Dialer (after you click the number that you want to dial).

Step 2 (Optional) Make changes to your settings.
The Make Call page contains the following options:

- Preferred language: Determines the language that is used for Web Dialer settings and prompts.
- Use preferred device: Identifies the phone (Calling device) and directory number (Calling device or line) that you use to place Web Dialer calls. If you have one phone with a single line, the appropriate phone and line are automatically selected. Otherwise, choose a phone or line. If you have more than one phone, the device type and MAC address specify each phone. To display the MAC address on your phone, select **Settings** > **About device** > **Status**.

  Note If you have an Extension Mobility profile, you can select your Extension Mobility signed-in device from the Calling device menu.

- Do not display call confirmation: If you select this option, Web Dialer suppresses the Make Call page. This page appears by default after you click a phone number in a Web Dialer-enabled online directory.
- Disable Auto Close: If you select this option, the call window does not close automatically after 15 seconds.



CHAPTER 5

Applications

This chapter outlines the Cisco DX600 Series applications.

- Calendar, page 77
- Contacts, page 80
- Email, page 86
- Jabber IM, page 93
- WebEx, page 99
- More applications, page 103

Calendar

Tap **Day**, **Week**, **Month**, or **Agenda** to change your calendar view. Tap **Today** to return to the Day view of the current day.

Upcoming appointments are listed on the right side of the screen.

Calendar reminders appear on the notification bar.

The Calendar application integrates with the Cisco WebEx application.

Calendar account

The Calendar application shares account settings with the Email application. If your email account is already set up, you do not need to enter that account information again for the Calendar application.

The first time that you open the Calendar application, you are taken to the Settings page to configure your account credentials, unless you already entered the credentials through the Setup Assistant or the Settings application.

If you choose not to set up the account credentials right away, use the Settings application to enter the credentials later.

On first use, you are prompted to sign in to Cisco WebEx, where you must enter a valid WebEx account user ID and password.

Use the Calendar application to set up multiple calendar accounts. You can set up ActiveSync to work with Google, Yahoo, and other accounts.

Use the Calendar application to sync your calendar events with Microsoft Outlook and Microsoft Exchange.

Add calendar event

Procedure

Step 1 Tap .

Step 2 Enter the details of the event on the Add Event screen.

Step 3 Tap **Done**.
Your event is displayed in the Day view for the date of the event.

Edit event

Note Some events cannot be edited.

Procedure

Step 1 Tap and hold an event.

Step 2 Tap .

Step 3 Edit the event.

Step 4 Uncheck the WebEx check box on the Edit Event screen if you do not wish to make a WebEx event.

Step 5 Tap **Done**.

Delete event

Procedure

Step 1 Tap and hold an event.

Step 2 Tap .

Step 3 Tap **OK**.

Start scheduled WebEx meeting

Tap **Start**.

Join scheduled WebEx meeting

Tap **Join**.

Settings

The Calendar application allows you to edit your settings for declined events, alerts and notifications, and default reminder time.

Hide declined events

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Tap **Hide Declined Events**.

Set alerts and notifications

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Tap **Set Alerts & Notifications**.

Select ringtone

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Tap **Select Ringtone**.
Step 4 Select a ringtone and tap **OK**.

Edit vibrate settings

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Tap **Vibrate**.

Set default reminder time

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Tap **Default Reminder Time**.

Calendar widget

Use the Calendar widget to display upcoming events on your home screen.

Contacts

Use Contacts to store, sort, and search your contacts. Contacts integrates with other applications, such as Email, and also functions as a standalone application.

The first time that you open the Contacts application, you are prompted to create a new contact, sign in to an account, or import contacts.

You can view all of your contacts together, view by group, or view your favorite and most frequent contacts.

Note Cisco DX650 does not support URI addresses for contacts.

Contact details

Tap an entry in your contact list to view details for that contact. From the contact details screen, you can edit the contact details, mark the contact as a favorite, place a call, start a chat, start a Cisco WebEx meeting, or send an email message to that contact.

View recent activity

Procedure

To view your recent activity, select the entry for yourself at the top of the contact list.

Add contact

Procedure

Step 1 Tap .

Step 2 Enter the contact name and details

Step 3 Tap **Done**.

Edit contact

Procedure

Step 1 Select a contact.

Step 2 Tap .

Step 3 Edit the contact information.

Step 4 Tap **Done**.

Remove contact

Procedure

Step 1 Select a contact.
Step 2 Tap .
Step 3 Tap **Delete**.
Step 4 Tap **OK**.

Join contacts

You can join together multiple contact entries for the same person.

Procedure

Step 1 Select a contact.
Step 2 Tap **Join**.
Step 3 Select another contact to join.
Step 4 Tap **Done**.

Share contact

You can share the details of one contact with another contact.

Procedure

Step 1 Tap .
Step 2 Tap **Share**.
Step 3 Select a service from the Share menu.

Favorites

Tap **Favorites** to view your favorite and most frequent contacts.

Mark contact as favorite

Procedure

Step 1 Select a contact.

Step 2 Tap .

Step 3 Tap again to unmark the contact as a favorite.

Groups

Use groups to organize your contacts.

Add group

Procedure

Step 1 Tap **Groups**.

Step 2 Tap .

Step 3 Enter the name of the group.

Step 4 Tap **OK**.

Delete group

Procedure

Step 1 Select a group.

Step 2 Tap .

Step 3 Tap **Delete**.

Add contact to group

Procedure

Step 1 Select a group.
Step 2 Tap **New Contact**.
Step 3 Select a contact.
Step 4 Tap **OK**.

Edit group

Procedure

Step 1 Select a group.
Step 2 Tap .
Step 3 Make your changes and tap **Done**.

Search

While your phone is connected to a network, search for contacts in:

- Your local contacts
- Microsoft Exchange Global Address List (GAL)
- Cisco User Data Services (UDS)
- Jabber contacts

You can search by:

- First name
- Last name
- Phone number
- Username

The People application automatically merges search results that have similar data.

UDS search results that are not in your local contacts are displayed in their own block under the list of local contacts.

A search through the GAL occurs only if an ActiveSync account is set up and you enter at least three characters in the search field.

Search your contacts

Procedure

Step 1 Tap .

Step 2 Enter your search criteria.

Import contacts

Procedure

Step 1 Tap .

Step 2 Tap **Import/Export**.

Step 3 Select an import source.

Export contacts

Procedure

Step 1 Tap .

Step 2 Tap **Import/Export**.

Step 3 Tap **Export to storage**.

Set display options

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Tap **Display Options**.

Availability

Availability is displayed when you are signed in to the Jabber IM application. Availability shows the status of local contacts.

Email

The Email application allows you to manage multiple email accounts. Use the Email application to view individual email account inboxes or a combined inbox. The Email application supports POP3, IMAP, and Exchange email accounts.

Use the Email application to add and manage multiple email accounts, including multiple Exchange accounts on different servers.

Email accounts can use ActiveSync for the Calendar and Contacts applications.

Inbox

Accounts are listed in the tab on the left side, followed by a summary of folders with new messages.

Folders are listed on the left side.

You can view email messages from an individual or a combined inbox. While an email message is open, the inbox is displayed in the left tab.

Tap the **Mailbox** button at top left of the email message screen to return to the mailbox.

Refresh inbox

Procedure

Tap .

Sort mailbox

Procedure

Step 1 Tap .
Step 2 Tap **Sorting Options**.
Step 3 Select a sorting method.

Search email messages

Procedure

Step 1 Tap .
Step 2 Select the type of search.
Step 3 Enter your search query in the search bar.

Send email message

Procedure

Step 1 Tap .
Step 2 Enter the recipient email address, enter the subject, and compose the message.
Step 3 Tap **Send**.

Save email message draft

Procedure

Step 1 Tap .
Step 2 Enter the email address, enter the subject, and compose the message.
Step 3 Tap **Save as draft**.

Reply to email message

Procedure

Step 1 Tap or .
Step 2 Compose the message.
Step 3 Tap **Send**.

Forward email message

Procedure

Step 1 Tap .
Step 2 Enter the email address.
Step 3 Tap **Send**.

Add attachment to email message

Procedure

Step 1 Tap .
Step 2 Select a file.

Note The total size of attachments cannot exceed 5 MB. A warning is displayed when the total size of attachments reaches 3 MB.

Add CC or BCC recipient

Procedure

Step 1 Tap .

Step 2 Tap **Add Cc/Bcc**.

Step 3 Enter the email address in the Cc or Bcc field.

Delete email message

Tap .

Delete multiple email messages

Procedure

Step 1 Check the email messages.

Step 2 Tap .

Delete folder

Procedure

Step 1 Tap and hold a folder.

Step 2 Select .

Move email message

Procedure

Step 1 Tap and hold a message.
Step 2 Tap **Move**.
Step 3 Select a folder.

Mark email message as favorite

Tap .

Mark multiple email messages as favorites

Procedure

Step 1 Check the email messages.
Step 2 Tap .

Mark email message as new

Procedure

Step 1 Check the email message.
Step 2 Tap **Mark Unread**.

Mark multiple email messages as new

Procedure

Step 1 Check the email messages.

Step 2 Tap **Mark Unread**.

Search email messages

Procedure

Step 1 Tap .

Step 2 Select a search type.

Step 3 Enter your search query.

Set sorting options

Procedure

Step 1 Tap .

Step 2 Tap **Sorting Options**.

Add signature to email messages

Procedure

Step 1 Tap .

Step 2 Tap **Account Settings**.

Step 3 Tap **Signature**.

Step 4 Enter your signature and tap **OK**. Your signature appears on any new email message that you compose. Your signature does not appear when you reply to a message.

Digitally signed email messages

A digitally signed email message that is sent from an Exchange 2003 server appears as a downloadable attachment of unknown size.

Set email check frequency

Procedure

Step 1 Tap .

Step 2 Tap **Account Settings**.

Step 3 Tap **Email Check Frequency**.

Step 4 Select a frequency.

Reset email account password

Procedure

Step 1 Tap .

Step 2 Tap **Account Settings**.

Step 3 Tap **Incoming Settings**.

Step 4 Enter your new password in the Password field.

Select ringtone

Procedure

Step 1 Tap .
Step 2 Tap **Account Settings**.
Step 3 Tap **Select Ringtone**.
Step 4 Select a ringtone and tap **OK**.

Edit vibrate settings

Procedure

Step 1 Tap .
Step 2 Tap **Account Settings**.
Step 3 Tap **Vibrate**.

Jabber IM

Use the Jabber IM application to send and receive instant messages, to update your availability, and to add and remove contacts. You receive chat messages and presence updates while the Jabber IM application is minimized or out of focus. When you are not signed in to the Jabber IM application, presence updates in other applications may be inaccurate.

Jabber IM account

If you choose not to set up the account credentials in the Setup Assistant, you will be prompted to do so when you first launch the Jabber IM application.

Add Jabber IM account

Enter all credentials before you save account settings. The application tries to authenticate credentials before saving and prompts you to try again if you enter incorrect information.

Procedure

Step 1 Enter your Jabber IM account credentials.

Step 2 Tap **Sign In**.

Automatic sign-in

An automatic sign-in option for the Jabber IM application is enabled by default.

If you are not signed in to the Jabber IM application, the application tries to sign you in automatically when the application launches. If the sign-in succeeds, the Contacts screen is displayed. If the sign-in does not succeed, you are prompted to reenter your account credentials.

Availability

Tap the top left of the screen to set your status to one of the following:

- Available
- Away
- Do Not Disturb
- Custom

Add custom status

Procedure

Step 1 Tap your status at the top left of the screen.

Step 2 Tap **Enter your custom status**.

Step 3 Enter the text for your status.

Step 4 Select an availability status.

Step 5 Tap **OK**.

Delete custom status

Procedure

Step 1 Tap your status at the top left of the screen.
Step 2 Tap and hold a custom status.
Step 3 Tap **Delete**.

Contacts

Manage your contacts on the Contacts tab.

Add chat contact

Procedure

Step 1 Tap **Contacts**.
Step 2 Tap .
Step 3 Tap **Add Contact**.
Step 4 Enter a name in the Name field. This will search your corporate directory.
Step 5 Tap **Add to group** and select a group.
Step 6 Tap **Done**.

Contact requests

While you are signed in to the Jabber IM application, you receive a notification in the notification bar if you receive a new contact request.

View contact requests

Procedure

Step 1 Tap .
Step 2 Tap **Contact Requests**.
Step 3 Tap **Allow or Deny**.
Step 4 Tap **Confirm**.

Remove chat contact

Procedure

Step 1 Tap and hold a contact on the Contacts tab or in an active conversation.
Step 2 Tap .

Show offline contacts

Procedure

Step 1 Tap .
Step 2 Tap **Show Offline Contacts**.

Unsynced contacts

You can use the Chat application to communicate with unsynced contacts. Unsynced contacts are contacts that you have not added to your chat contacts.

Add unsynced contact to chat contacts

Procedure

Step 1 Tap and hold the contact icon.

Step 2 Tap **Add** in the Contact Details dialog box.

Conversations

Chats open in the Active Conversations tab on the right side of the screen.

While you are viewing an active conversation, a scrollable list of your active conversations displays on the left side of the screen. Select a conversation to view it.

Start conversation

Tap a contact from your contact list.

Emoticons

The Jabber IM application includes emoticons that you can use in conversation.

Insert emoticon into conversation

Procedure

Step 1 Tap **Emoticons**.

Step 2 Tap an emoticon to insert it into the conversation.

End conversation

Procedure

Step 1 Tap .

Step 2 Tap **End chat**.

Search

Use the search function to search your chat contacts and your corporate directory.

Start conversation with search result

Tap on a search result to start a conversation with that contact.

Settings

The Jabber IM application settings allow you to set up your auto-sign-in option and to edit your chat account information.

Enable audio and vibration notifications

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Tap **Sounds and vibrate**.

Step 4 Check the sound and vibrate options that you want.

Enable status bar notifications

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Check **Message notifications**.

Set profile photo

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Tap **Profile photo**.
Step 4 Tap **Take new photo** to launch the Camera application and take a picture. Or, tap **Select from Gallery** to launch the Gallery application and select a picture.

Set your ringtone

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Tap **Choose ringtone**.
Step 4 Select a ringtone.
Step 5 Tap **OK**.

Sign out of Jabber IM

Procedure

Step 1 Tap .
Step 2 Tap **Sign Out**.

WebEx

Cisco WebEx is a standalone application, but also integrates into the Calendar, Phone, Chat, and Contacts applications.

During a Cisco WebEx meeting, participants can join the audio conference, see who is in the meeting, view shared presentations, and chat with everyone or privately. A popup at the bottom of the screen identifies the current speaker.

Note You cannot share your desktop or a presentation in a Cisco WebEx meeting from your phone.

The meeting host can drag the WebEx ball during a meeting to change presenters and mute or unmute participants. The host has full control of the meeting.

Sign in to WebEx

Procedure

Step 1 Tap **Sign in**.
Step 2 Enter your email address.
Step 3 Tap **Next**.
Step 4 Enter your password.
Step 5 Tap **Sign In**.

Sign in to WebEx with single sign-on

Procedure

Step 1 Tap **Sign in**.
Step 2 Tap **Sign in through your corporate website**.
Step 3 Enter your WebEx site URL.
Step 4 Tap **Next**.
Step 5 Enter your credentials.

Start instant WebEx meeting

Procedure

Step 1 Tap .

Step 2 The Instant Meeting dialog box appears. You can set the meeting topic and the meeting password and invite participants, or you can accept the default values. Note that some meeting sites require you to set a meeting password.

Step 3 Tap **Start Meeting**.

Schedule new WebEx meeting

Use the Calendar application to schedule a Cisco WebEx meeting.

Start scheduled WebEx meeting

Procedure

Tap **Start**.

Join scheduled WebEx meeting

Procedure

Tap **Join**.

Join WebEx meeting by meeting number

Procedure

Step 1 Tap **Join by Meeting Number**.

Step 2 Enter the meeting number and your name. Enter the meeting password if it is required.

Step 3 Tap **Join Meeting**.

View participant list

Procedure

Step 1 Tap **Participants**.

Step 2 Tap **Participants** again to hide the participant list.

Chat with participant

Procedure

Step 1 View the participant list.

Step 2 Select a participant.

Step 3 Enter your message and tap **Send**.

Chat with everyone

Procedure

Step 1 View the participant list.

Step 2 Tap **Chat with everyone**.

Step 3 Enter your message and tap **Send**.

Invite more participants to WebEx meeting

Procedure

Step 1 If you are the host of a Cisco WebEx meeting, tap on the meeting detail view.

Step 2 Select contacts to invite to the meeting.

Invite more participants during WebEx meeting

Procedure

Step 1 If you are the host of a Cisco WebEx meeting, tap .

Step 2 Select contacts to invite to the meeting.

Show video during WebEx meeting

Note The WebEx application always uses the internal camera for video, even if you attach an external camera.

Procedure

In a Cisco WebEx meeting, tap .

WebEx widget

Use the WebEx widget to display, schedule, and start Cisco WebEx meetings on your home screen.

More applications

Use the Google Play™ Store to find and add applications to your phone. Depending on your security settings, the Google Play Store may not be available.

Some applications in the Google Play Store may have hardware requirements that are not available on your phone, such as GPS or a rear-facing camera.

Cisco does not guarantee that an application that you download from a third-party site will work.

Auto-update applications

The default Google Play Store setting for automatically updating applications is **Auto-update apps over Wi-Fi only**. If you connect your DX650 to the internet through an Ethernet connection, change the setting to **Auto-update apps at any time** to automatically update applications.

UCM App

Use the UCM app to install or remove applications that your system administrator provisions for your phone. Depending on your system settings, you may not be able to remove applications that your system administrator provisions. Contact your system administrator for more information.

Remove application

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

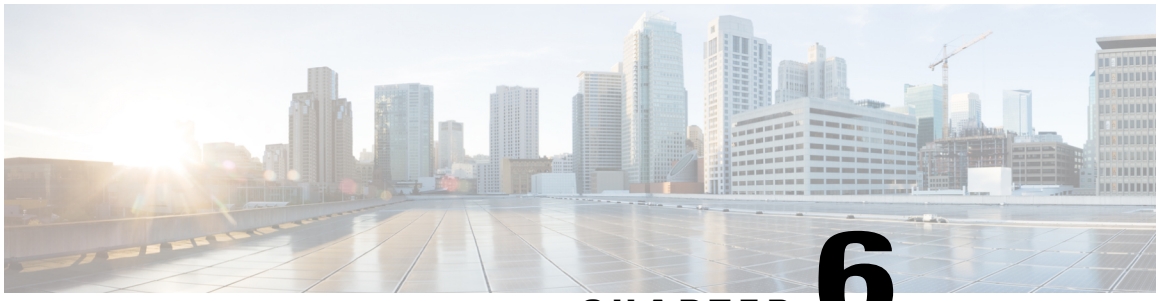
Step 3 Tap **Applications**.

Step 4 Tap **Manage Applications**.

Step 5 Tap an application in one of the application lists.

Step 6 Tap **Uninstall**.

Step 7 Tap **OK**.



CHAPTER 6

Accessibility

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- Hard of hearing accessibility features, page 107
- Vision-impaired and blind accessibility features, page 109
- Mobility-impaired accessibility features, page 114

Accessibility features

This chapter contains information about the accessibility features that are standard on the Cisco DX650. These phones provide accessibility features for the blind, and the hearing, vision, and mobility impaired. Because many of these features are standard, they can be used by users with disabilities without requiring any special configuration.

Cisco is committed to designing and delivering accessible products and technologies to meet the needs of your organization. You can find more information about Cisco and its commitment to accessibility at this URL: http://www.cisco.com/go/accessibility.

The easy-to-use accessibility features that the DX650 provides include the following:

1. 7-in. diagonal (153.6 Horizontal x 90.0 Vertical), backlit, WSVGA capacitive touchscreen LCD with 1024 x 600 pixel effective resolution
2. High-contrast visual and audible alert of incoming call
3. Large buttons to access Hold, Transfer, Conference, End Call, Volume, Headset, Speaker Phone, Audio Mute, and Video Mute.
4. Keypad provides standard key layout, which enables users to use existing or familiar key positions (including a nib on Key 5).

- Audio and visual alerts of phone states, including dial tone, ringing, and mute status
- Visual alerts that are displayed on a large liquid crystal display (LCD) screen integrated into the phone
- For people with low vision, an optional color LCD screen with high contrast and backlighting
- Hearing-aid compatibility
- Tactile discernible buttons and touch-screen for nonbiometric pointing devices
- Embedded Bluetooth radio and 2 full-size USB 2.0 ports for headsets and the camera
- Dual Independent Displays with an external monitor using High-Definition Multimedia Interface (HDMI) with resolution up to 1920 x 1200
- Compatibility with Android Talkback and Explore by Touch
- Touch sounds to assist with gestures
- Adjustable brightness settings
- Adjustable font size

- Install scripts from Google to make their web content more accessible

Hard of hearing accessibility features

Accessibility features for the hard of hearing are supported on the Cisco Desktop Collaboration Experience DX650.

Accessibility feature	Description	Setup requirements
Visual Message Waiting Indicator (handset)	Viewable from 360 degrees, this visual indicator also provides an Audible Message Waiting Indicator (AMWI). Users change the voice message light on their handset and the audible voice message indicator on their phone by logging in to their Cisco Unified Communications Self Care Portal and accessing the message indicator settings. Users change the setting to on or off.	Standard on all phones; users and system administrators can make changes.
Visual notification of phone state	For visual notification of the phone state: • Toggle the **Mute** and **Speaker** buttons on and off to indicate the state of the phone. • Use the **Mute** button to toggle the microphone on or off. When the microphone is muted, the button is lit. • Use the **Speaker** button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.	Standard on all phones; no set up is required.

Accessibility feature	Description	Setup requirements
Inline amplifier support (handset)	Handsets support third-party inline amplifiers, which users attach to the handset and cord and sit between the handset and the phone. Phones support the following third-party inline amplifiers: • Clarity HA-40 Inline Amplifier for Corded Phone • Plantronics EHA40 Inline Amplifier	Standard on all phones; no set up is required.
Adjustable ringtone, pitch, and volume	Users can adjust the ringtone, pitch, and volume by: • Using the Settings > Sound > menu on their phone. • Adjusting the volume level for the phone ringer: while the handset is in the cradle, and the headset and speakerphone buttons are off, press the volume button to increase the volume.	Standard on all phones; users and system administrators can make changes.
Hearing aid compatible (HAC) handset	Handset supports the following accessibility features: • Hearing-aid compatible • Magnetic coupling of the hearing aid • Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA) • Section 508 loudness requirements, which are achieved by using industry-standard inline handset amplifiers	Standard on all phones; no set up is required.

Accessibility feature	Description	Setup requirements
Acoustic coupled TTY support (handset)	Phones support the following TTY and TDD features: • Acoustic or direct connect TTYs from industry-leading manufacturers • Real-time text transmission over phone lines • Hearing and voice carry over phones (HCO/VCO) • VoIP network operating at G.711	Standard on all phones. For information about setting up TTY, see your system administrator.

Vision-impaired and blind accessibility features

Accessibility features for the vision impaired and blind are supported on the Cisco DX650.

Accessibility feature	Description	Setup requirements
High-contrast visual and audible alert of incoming call	Provides an audible alert, and the handset provides a visual alert when the phone receives an incoming call. The handset light strip flashes during incoming calls and stays lit when a voice-mail message is received.	Standard on all phones. Set up is required.
7-in. diagonal (153.6 Horizontal x 90.0 Vertical), backlit, WSVGA capacitive touchscreen LCD with 1024 x 600 pixel effective resolution	Users with low vision can adjust the brightness	Standard on all phones; no set up is required.
Large buttons to access Hold, Transfer, Conference, End Call, Volume, Headset, Speaker Phone, Audio Mute, and Video Mute.	Large buttons provide to easy access to phone applications, voice messages, corporate and personal directories, and calling features.	Standard on all phones; no set up is required.

Accessibility feature	Description	Setup requirements
Audible notification of phone state	For audible notification of the phone state, users can: • Toggle the Mute and Speaker buttons on and off to indicate the state of the phone. • Use the Mute button to toggle the microphone on or off. When the microphone is muted, the button is lit. • Use the Speaker button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.	Standard on all phones; no set up is required.
Audible Message Waiting Indicator (AMWI)	Phones can send a line-specific stutter dial tone when a voice message is waiting on the phone. Users hear it only when using the line with the waiting messages. When the user goes off hook (on the line for which a voice message has been left), the stutter dial tone is heard. Users can change the audible voice-message indicator setting by logging in to their Cisco Unified Communications Self Care Portal and changing the audible message-indicator setting to On or Off.	Standard on all phones. Configuration is required.
Standard 12-key layout and grouping of functions	Cisco DX650 keypad provides standard key layout, which enables users to use existing or familiar key positions (including a nib on Key 5).	Standard on all phones; no set up is required.

Change font size

Procedure

Step 1 Tap **Applications** .
Step 2 Tap **Settings**.
Step 3 Tap **Accessibility**.
Step 4 Tap **Font size**.
Step 5 Select a font size.

Change screen brightness

Procedure

Step 1 Tap **Applications** .
Step 2 Tap **Settings**.
Step 3 Tap **Display**.
Step 4 Tap **Brightness**.
Step 5 Slide the bar left to lower the brightness or right to increase the brightness.
Step 6 Tap **OK**.

Enable screen lock sound

Procedure

Step 1 Tap **Applications** .
Step 2 Tap **Settings**.
Step 3 Tap **Sounds**.
Step 4 Check **Screen lock sound**.

Enable spoken passwords

Procedure

Step 1 Tap **Applications** .

Step 2 Tap **Settings**.

Step 3 Tap **Accessibility**.

Step 4 Check **Speak passwords**.

Enable TalkBack

Procedure

Step 1 Tap **Applications** .

Step 2 Tap **Settings**.

Step 3 Tap **Accessibility**.

Step 4 Tap **TalkBack**.

Step 5 Toggle **TalkBack** on.

Step 6 Tap **OK**.

Explore by Touch

When TalkBack is enabled, you have the option to use the Explore by Touch feature. Explore by Touch allows you to drag your finger slowly over your screen and describes each item that your finger touches. If you slide your finger faster, the device interprets the sliding as a gesture.

TalkBack must be turned on for Explore by Touch to be available. When you turn on TalkBack for the first time, you'll receive a prompt to turn on Explore by Touch.

Note If you chose not to turn on Explore by Touch when you switched on TalkBack, you can turn it on later. Go to **Settings** > **Accessibility** > **TalkBack** > **Settings**, then touch the checkbox next to Explore by touch. You can follow these steps to turn off Explore by Touch at any time.

Each action that you take with your finger alerts you with spoken feedback, as well as sound (if enabled).

Explore by Touch gestures

To navigate your device by using Explore by Touch, you can:

Drag one finger

Explore your screen and hear audible feedback for what is being touched.

Double-tap anywhere on the screen

Open or activate the item that you last touched.

Swipe up or down using two fingers

Scroll within lists.

Swipe left or right using two fingers

Change pages and screens.

Swipe right (or down) using one finger

Move to the next item.

Swipe left (or up) using one finger

Move to the previous item.

Swipe down then up using a single motion

Transition to the next reading level when reading blocks of text, then swipe right to read forward or left to go back.

Swipe up then down using a single motion

Transition to the previous reading level when reading blocks of text, then swipe right to read forward or left to go back.

Swipe right then left using a single motion

Move to the next page.

Swipe left then right using a single motion

Move to the previous page.

Note Interpretation of these gestures is specific to TalkBack. Other accessibility services may use the same gestures for different actions.

Enable Explore by Touch

Procedure

Step 1 Enable **TalkBack**.
Step 2 Tap **Accessibility**.
Step 3 Tap **Explore by Touch**.
Step 4 Toggle **Explore by Touch** on.

Enable touch sounds

Procedure

Step 1 Tap **Applications** .
Step 2 Tap **Settings**.
Step 3 Tap **Sounds**.
Step 4 Check **Touch sounds**.

Mobility-impaired accessibility features

Accessibility features for the mobility impaired are supported on the Cisco DX650.

Accessibility feature	Description	Setup requirements
Large buttons to access Hold, Transfer, Conference, End Call, Volume, Headset, Speaker Phone, Audio Mute, and Video Mute.	Large buttons provide to easy access to phone applications, voice messages, corporate and personal directories, and calling features.	Standard on all phones; no set up is required.
Built-in speakerphone	Users can toggle the speakerphone button on and off to indicate the state of the phone. When the speakerphone is on, the button is lit.	Standard on all phones; no set up is required.

Accessibility feature	Description	Setup requirements
Tactile -discernible buttons and functions (including a nib on Key 5)	Phone keypads provide the tactile discernible locator, which enables users to use existing or familiar key positions that can be easily located from the "bump" on Key 5. Users do not have to learn new key positions.	Standard on all phones; no set up is required.
Dedicated headset jack that enables Auto-Answer function	Users can use a dedicated headset jack that enables auto-answer feature support on either the speakerphone or headset. Incoming calls are then automatically connected after a ring or two.	Standard on all phones; set up is required.

Change touch and hold delay

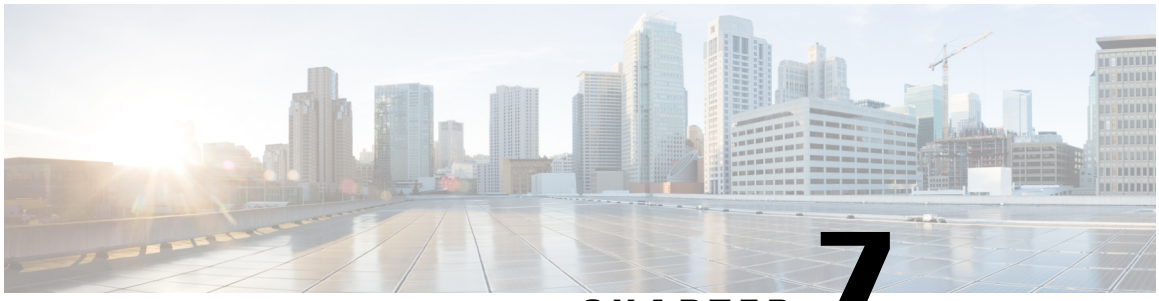
Procedure

Step 1 Tap **Applications** .
Step 2 Tap **Settings**.
Step 3 Tap **Accessibility**.
Step 4 Tap **Touch & hold delay**.
Step 5 Select a short, medium, or long delay.

Enable web scripts

Procedure

Step 1 Tap **Applications** .
Step 2 Tap **Settings**.
Step 3 Tap **Accessibility**.
Step 4 Tap **Install web scripts**.
Step 5 Tap **Allow**.



CHAPTER 7

Accessories

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- External monitor, page 119
- External camera, page 123
- USB keyboard and mouse, page 124
- USB memory stick, page 125
- USB-powered hub, page 125
- USB console cable, page 125

Bluetooth

Cisco DX600 Series phones support Bluetooth 3.0, with headsets that support Hands-Free Profile (HFP) for voice communications . Cisco DX600 Series phones also support Object Push Profile (OPP) for generic file exchange over Bluetooth, and Human Interface Device (HID) protocol for connecting a keyboard or mouse.

You can use a Bluetooth device up to 30 feet (10 meters) away from your phone. However, for best performance, Cisco recommends that you use Bluetooth devices within 10 feet (3 meters) of the phone.

Enabling Bluetooth may degrade your wireless network connection. For improved wireless network performance, disable Bluetooth when it is not in use, or use the 5 GHz band for your wireless network connection.

Enable Bluetooth

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Toggle **Bluetooth** on.

Scan for Bluetooth device

Tap **Search for Devices** if devices do not appear in the Bluetooth devices submenu.

Pair Bluetooth device

Procedure

Step 1 Tap a device to pair from the available devices list.

Step 2 Verify the passkey and tap **Pair**.

Unpair Bluetooth device

Procedure

Step 1 Tap **Settings** next to the device.

Step 2 Tap **Unpair**.

Share files

Procedure

Step 1 Pair your phone with another Bluetooth enabled device.

Step 2 Select a file to share. For example, you can share a photo from the Gallery application or a contact from the Contact application.

Step 3 Select **Bluetooth** from the Share menu.

View received files

Procedure

Step 1 Tap **More**.

Step 2 Tap **Show received files**.

Make phone discoverable

Tap the name of your phone to make it discoverable. Your phone remains discoverable for 120 seconds.

Set Bluetooth device name

Procedure

Step 1 Tap **More**.

Step 2 Tap **Rename Device**.

Step 3 Enter a device name and tap **Rename**.

External monitor

Connect your phone to a monitor by inserting one end of an HDMI type A cable into the HDMI port and the other end into a monitor HDMI port.

There are two display modes for an external monitor. In mirror mode, the content that is displayed on the phone screen is also shown on the external monitor. In dual independent display mode, the external monitor functions as a second, independent screen.

Cisco DX600 Series phones support the following external monitor resolutions:

- 1920 x 1200 (WUXGA)
- 1920 x 1080 (1080p)
- 1680 x 1050
- 1280 x 720 (720p)

If your phone enters sleep mode, the external monitor enters sleep mode, too. When the phone is locked, the external monitor is also locked and cannot be used until the phone is unlocked.

You can move applications to or from the external monitor. Moving the Browser application causes the application to restart. You cannot have more than one instance of an application running at the same time.

A mouse and a keyboard can be used on both the internal screen and an external monitor. Support exists for mouse panning. The keyboard follows the focus of the mouse.

Connect external monitor

Procedure

Insert one end of an HDMI cable into the HDMI port and the other end into a monitor HDMI port.

Switch display mode

Procedure

Step 1 Tap **Monitor** on the status bar.

Step 2 Select **Mirror** to mirror the phone screen on the external monitor. Select **External Display** to use the external monitor as an independent display.

Mouse panning

When you use a monitor with external display mode, you can use a mouse for both the internal and external displays. Mouse panning refers to moving the mouse pointer between the two displays.

Pan the mouse by moving the pointer past the edge of a display. Depending on your monitor orientation settings, you may need to move the pointer left to right, or up and down, to pan the mouse.

Set monitor orientation

Procedure

Step 1 Tap .

Step 2 Tap **Settings**.

Step 3 Tap **External display**.

Step 4 Tap **Orientation**.

Step 5 Select a monitor orientation.

Launch application on external monitor

Procedure

Step 1 Select on the external monitor display.

Step 2 Select an application.

Autolaunch application to external monitor

Procedure

Step 1 Tap on the internal display.

Step 2 Tap **Settings**.

Step 3 Select **External Display**.

Step 4 Select **Auto Launch**.

Step 5 Select up to three applications to automatically launch on the external monitor.

Move application to external monitor

Procedure

Step 1 Tap **Monitor** on the status bar.

Step 2 Select **Open in External Display**.

Move application to phone screen

Procedure

Step 1 Tap **Monitor** on the external monitor status bar.

Step 2 Select **Open in Phone Display**.

HDCP support

Cisco DX600 Series phones support Digital Rights Management (DRM) protected content. For example, your phone plays video that is purchased from the Google Play Store.

To prevent unauthorized copying of HD video using the HDMI port, an HDMI monitor (or any HDMI sink device) that is connected to the phone must be HDCP compliant.

HDCP is used to encrypt the data between your phone and the HDMI monitor. If the HDMI monitor is not HDCP compliant, your phone will not play protected content.

This table summarizes when DRM content can be played.

Display mode	HDCP supported monitor	HDCP not supported monitor
No external monitor	DRM content can be played	N/A
Dual independent display	DRM content can be played regardless of where the media is being displayed.	DRM content will not play. The DRM content player will prompt you that content cannot be played. It does not matter if the content player is started on the internal display or on a Dual independent display (DID) monitor.
Mirror mode	DRM content can be played	DRM content will not play. The DRM content player will prompt you that content cannot be played.

Virtual desktop infrastructure

For users who adopt Virtual Desktop Infrastructure (VDI), Cisco DX600 Series phones support third-party virtual desktop clients from leading third-party vendors:

- Citrix
- VMware
- Wyse

Desktop virtualization technologies may offer a degraded level of performance when you access audio, video, and interactive multimedia resources remotely. Unlike other desktop virtualization endpoints, your phone features a local voice and video media plane, that enables your phone to connect to media traffic through the device itself and outside of the remote desktop display protocol. For example, two Cisco DX600 Series phone users in the same branch can call each other by using Cisco Unified Personal Communicator that is running on their remote virtual desktop. While the control (signaling) plane resides in the data center, the audio and video connection between the users never leaves the branch. The branch network applies packet prioritization to the Real-time Transport Protocol (RTP) flow, and the two phones connect directly to each other without

the need for the voice to traverse the WAN twice to reach the data center. This infrastructure delivers the best quality experience for audio and video collaboration without inflating the bandwidth consumption over the WAN.

Some applications on a remote desktop are designed for a larger screen size. To avoid cutting off part of an application in a virtual desktop client, Cisco recommends that you set the remote desktop to a larger screen size than 1024 x 600.

You must run desktop virtualization clients on an external monitor in external mode, not in mirror mode.

The desktop virtualization experience on Cisco DX600 Series phones include keyboard and mouse support. However, the desktop virtualization clients retain the touch-mode behavior, and some keyboard and mouse actions may differ from a typical Microsoft Windows experience. For a description of supported keyboard shortcuts and mouse actions, refer to the USB keyboard and mouse section of this guide.

For additional information about Citrix Receiver, VMware View Client, and Wyse PocketCloud Pro, see the product description for each application.

Related Topics

USB keyboard and mouse, on page 124

External camera

Your phone supports the Logitech C920-C Webcam and the Logitech C930e Webcam. While an external camera is connected, it becomes the default camera for the phone application. Other applications continue to use the internal camera.

While you are using an external camera with an external monitor in external display mode, video from video calls appears on the external monitor, and the call displays on the internal screen as if it is an audio call. By default, video calls on the external monitor are full screen. When you exit full screen mode and open another application on the external monitor during a video call, the video call is overlaid on the application that you are viewing.

The camera can only be used by one application at a time.

Note If your phone is powered by Power over Ethernet, the external camera requires 802.3at. If your phone is not powered by Power over Ethernet, the external camera requires an external power supply.

Related Topics

Video calls, on page 24

Close self view

Procedure

Step 1 Select ••• on the external display.

Step 2 Select **Close self view**.

Move video to phone display

Procedure

Step 1 Select ••• on the external display.

Step 2 Select **Move video to phone display**.

Switch view mode for video calls

Procedure

Step 1 Select the **Exit full screen** icon on the external display to switch to floating video mode.

Step 2 To return to full screen mode:

a) Select ••• .

b) Select **Return to full screen video**.

Swap camera views

Procedure

Step 1 Tap **More**.

Step 2 Tap **Swap** to switch between the internal and external cameras.

USB keyboard and mouse

Not every USB keyboard or mouse is guaranteed to work with Cisco DX600 Series phones. However, most USB keyboards that are human interface device (HID) compliant work correctly. Because all USB hubs need to be powered, keyboards that include one or more hubs are not allowed on your phone, because they contain a nonpowered hub.

VDI shortcuts

The keyboard shortcuts and mouse actions that are available in virtual desktop clients differ from those for other applications.

VDI keyboard shortcuts

Many of the virtual desktop clients on Android do not currently support Control key meta state (combination keys), Num Lock, and Caps Lock state. Forlist of supported shortcuts, see the product description for each application.

VDI mouse actions

The Cisco DX600 platform maps the mouse events into touchscreen input, and the VDI clients usually map the touchscreen input to customary Android actions, resulting in the following behavior:

- **Click:** tap
- **Click and drag:** Scroll up and down, or left and right, on the remote desktop
- **Click, hold, and drag:** Move windows, scroll bar handles, and other objects on the remote desktop

Some applications on a remote desktop are designed for a larger screen size. To avoid cutting off part of an application in a virtual desktop client, Cisco recommends that you set the remote desktop to a larger screen size than the phone screen size.

USB memory stick

Insert a USB memory stick into the USB port to expand the available disk space of your phone.

The USB memory stick mounts at /sdcard/external/usb-sda1.

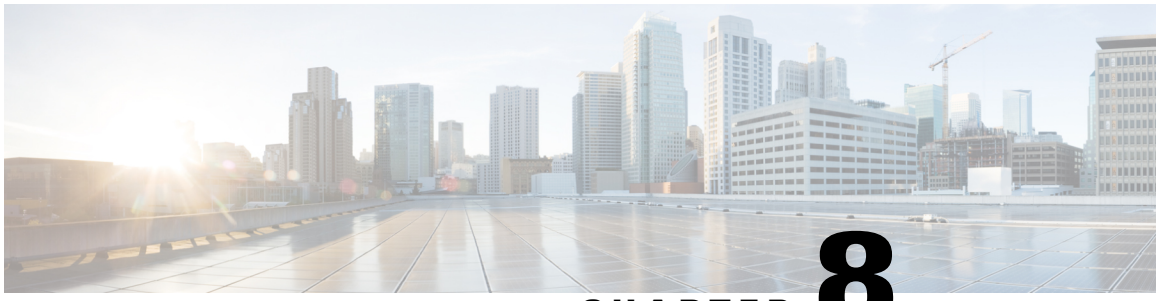
USB-powered hub

Use a USB-powered hub to expand the number of available USB ports. USB-powered hubs allow you to connect up to five USB accessories.

USB console cable

A system administrator typically uses a USB console cable only for debugging.

For more information about how to use a USB console cable, contact your system administrator.



CHAPTER 8

Product safety, security, and related information

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- Emergency response notification, page 127
- FCC compliance statements, page 129
- CE mark, page 130
- Cryptographic information, page 130
- Data backup, page 130
- Problem Report Tool, page 131
- Additional information, page 131

Safety and performance information

Power outages and other devices can affect your phone.

This product meets applicable national electromagnetic field (EMF) limits as specified in the regulations for this type of device. The specific information on the values and installation requirements to comply with the regulations can be found in the Regulatory Compliance and Safety Information document for this product, available at http://www.cisco.com/go/rcsi-cdce.

Power outage

Your access to emergency services through the phone application requires that the phone connect to a network. If an interruption in the power supply for your router occurs, Service and Emergency Calling Service dialing does not function until power is restored. In the case of a power failure or disruption, you may need to reset or reconfigure equipment before you can use the Service or Emergency Calling Service dialing.

Emergency response notification

The text of the Emergency Response Notification displays the first time that you open the Phone application and also when you select an existing VPN network or add a new VPN network.

Emergency response notification for phone

When you open the Phone application for the first time, the Emergency Response Notification dialog box alerts you that your ability to dial emergency numbers may be hindered because you are using a VoIP network.

This dialog requires that you check the "I acknowledge this information" check box and tap **OK** in order to dismiss the dialog. After the initial acceptance, the dialog reappears only if you perform a factory reset of your device or the system administrator performs a remote wipe of your device.

The text of the Emergency Response Notification dialog for the Phone application follows here:

> Dialing emergency numbers (for example, 911 or 112) may not work on an enterprise-class IP telephony network like that used for Cisco DX650. Correct location information may not be passed on to emergency responders. Your network administrator can advise you about the capabilities of your network, including the dialing sequence that you will need to use when on or off the enterprise premises.

Emergency response notification for VPN

Whenever you choose to connect to an existing VPN network or choose the option to Add a New VPN Connection, a dialog displays to warn about the potential disruption of emergency response numbers. You can proceed to the VPN connection step by tapping **OK**. You can dismiss the dialog and cancel the connection by tapping **Back**.

The text of the Emergency Response Notification dialog for VPN networks follows here:

> CAUTION - Emergency response numbers (for example, 911 or 112) may not work on software telephony clients. Your exact location and the appropriate emergency response agency may not be easily identified. Some countries restrict use of VoIP software via VPN over the Internet, including: UAE, Saudi Arabia, Pakistan, Lebanon, Jordan, Egypt, Oman, Qatar, Yemen, Algeria, and Kuwait.

External devices

Cisco recommends using good-quality external devices (such as headsets) that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Depending on the quality of these devices and their proximity to other devices, such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of these actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of the system because Cisco has no control over the quality of external devices, cables, and connectors. The system performs adequately when you use good-quality cables and connectors to attach suitable devices.

Caution In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

Headset safety

When you use a headset, set the volume to a safe level. Permanent hearing loss or damage may occur if you use a headset at high volume.

Do not use a headset at high volume to block out other noise. Lower the volume if you cannot hear people speaking near you.

If you experience ringing in your ears, muffled voices, or other signs of hearing loss or damage, stop using your headset and have your hearing checked.

Bluetooth wireless headset performance

Cisco DX600 Series phones support Bluetooth Class 2 technology when the headsets support Bluetooth. Bluetooth enables low-bandwidth wireless connections within a range of 30 feet (10 meters). The best performance is in the 3- to 6-foot (1- to 2-meter) range. You can connect up to five headsets, but only the last connected headset is used as the default.

Because potential interference issues can occur, Cisco recommends that you move 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects away from the wireless headset.

For a Bluetooth wireless headset to work, it does not need to be within direct line-of-sight of the phone. Some barriers, such as walls or doors, and interference from other electronic devices, can affect the Bluetooth connection.

FCC compliance statements

The Federal Communications Commission requires compliance statements for the following:

- FCC Part 15.21
- FCC Receivers and Class B Digital

FCC part 15.21 statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC receivers and class B digital statement

This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment or devices
- Connect the equipment to an outlet other than the receiver's
- Consult a dealer or an experienced radio/TV technician for assistance

CE mark

For Cisco DX600 Series phones, the CE mark and class-2 identifier are affixed to the equipment and packaging.

Cryptographic information

NOTICE

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at http://www.cisco.com/web/about/doing_business/legal/global_export_trade/general_export/contract_compliance.html.

If you require further assistance concerning the exporting of these products, please contact us by sending email to export@cisco.com.

Data backup

Data backup requires a Google account. If you do not add a Google account, none of your data gets backed up.

Your Email application data does not get backup up; however, data from the Gmail™ application gets backed up.

Google does not guarantee that data encryption occurs as the data is sent to the Backup service.

If you turn the backup option off, all saved backup data is deleted.

Back up data

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Tap **Backup & Reset**.
Step 4 Tap **Back Up My Data**.

Problem Report Tool

Use the Cisco Collaboration Problem Report Tool to send information to your system administrator when you experience problems with your phone or applications. You must have an email account configured on your phone to send reports from the Problem Report Tool.

Report problem

Procedure

Step 1 Tap .
Step 2 Tap **Settings**.
Step 3 Tap **About device**.
Step 4 Tap **Cisco Collaboration Problem Reporting Tool**.
Step 5 Fill in each report option, and tap **Create email report**.
Step 6 Send the email report to your system administrator.

Additional information

You can access the Cisco website at this URL:

http://www.cisco.com

Cisco Desktop Collaboration Experience DX600 Series Quick Start, Administration, Deployment, and User Guides:

http://www.cisco.com/en/US/products/ps12956/tsd_products_support_series_home.html

Translated publications are available at the following URL:

http://www.cisco.com/en/US/products/ps12956/tsd_products_support_translated_end_user_guides_list.html

Licensing information:

http://www.cisco.com/en/US/products/ps12956/products_licensing_information_listing.html

Warranty:

http://www.cisco.com/en/US/docs/general/warranty/English/EU1KEN_.html

Cisco international websites:

Access international Cisco websites from www.cisco.com by clicking the Worldwide link at the top of the web page.

Obtaining documentation and submitting service request

For information about obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at this URL:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

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